

# Thames Water Employee Privacy Notice



Thames Water is committed to protecting your privacy and complying with the Data Protection Act 1998.

This policy sets out the basis by which we collect, use and disclose the personal data of our Employees, as well as your rights in respect of such Personal Data.

We may update this Privacy Notice from time to time and will publish an up to date copy of the Privacy Notice on the company intranet.

## How we collect your Personal Data

We may collect your Personal Data in a number of ways, for example:

- when you contact us through HR Direct either via telephone or email;
- when you register with us for recruitment and vacancy updates;
- when you complete customer satisfaction surveys that we use for performance purposes (although you are not obliged to respond to them);
- when you enter a competition;
- when you apply for a vacancy internally or externally;
- when we collect data through the implementation of any HR Employee Relations Policies e.g. Disciplinary;
- in the course of managing your employment with Thames Water, for example PDR, Payroll;
- contact details you place on the company's internal staff directory;
- when you use any HR services; and
- when we receive your Personal Data from third parties, for example security screening; and recruitment agencies.

## What type of Personal Data do we collect?

We may collect the following types of Personal Data:

- Your name, address, email address, telephone number and other contact information that allow us to meet our organisational and statutory obligations to you as your Employer;
- Details of family members and Next of Kin details;
- Bank details;
- Right to work documentation and other security screening information.

Some of the information we collect about you may include Sensitive Personal Data as defined in the Data Protection Act 1998. We will not utilise this data unless we have your consent.

## Using the Information we collect?

We may use your personal data in the following ways:

- To ensure that the information we hold about you is kept up-to-date;
- To deal with any Employee/employers related disputes that may arise;
- For assessment and analysis purposes to help improve the operation of, and manage the performance of, our business;
- To prevent, detect and prosecute fraud and other crime;
- For any other purpose for which you give us your consent to use Personal Data;
- To comply with legal obligations e.g. HMRC, pensions, S29 requests.

In order to manage the business we will use information which personally identifies you however we may also use consolidated information.

We may share your personal data:

- with our Employees, agents and/or professional advisors;
- with other companies within the current and future Thames Group;
- with other third party contractors who provide services to us;
- where we are under a legal obligation to do so, for example where we are required to share information under statute, to prevent fraud and other criminal offences or because of a Court Order for example HMRC, the police.

## Transferring personal data outside the EEA

In some cases we may transfer your personal data to countries outside the European Economic Area, for example if we use a third party for schemes/services such as Share in Your Success.

Where we do so we will ensure that; such transfers are compliant with the Data Protection Act 1998 and that appropriate measures are put in place to keep your Personal Data secure.

## Your Rights

You can request a copy of the information that we hold about you at any time by contacting us at [HRDirect@thameswater.co.uk](mailto:HRDirect@thameswater.co.uk). The provision of this information may be subject to the payment of a fee (currently £10).

Your data will not be used for marketing purposes unless we have your consent.

Please let us know if the Personal Data that we hold about you needs to be updated on your Employee Self Service. If you have any problems doing this please call the HR Direct team on internal 51614 or 0800 0093997.

## Security

The security of your Personal Data is very important to us.

We will ensure that we have in place appropriate technical and organisational measures to prevent unauthorised or unlawful processing of Personal Data and against accidental loss or destruction of, or damage to Personal Data.