

Access to your data

As a Thames Water customer we collect personal information about you. This is securely stored and protected by law. In accordance with Section 7 of the Data Protection Act 1998, you have the right to ask us to provide you with details of the personal information we hold about you by making a subject access request (SAR).

You can tell us that you wish to submit a SAR either verbally or in writing but if you do this verbally we will need confirmation in writing. You will also be asked to complete a simple form to help us to locate your information. By return of post you will need to send us two forms of identification. These can be either a current (within the last 6 months) utility bill. This can be your last Thames Water Bill or a bank statement. This is to verify you are the data subject and entitled to receive the information we hold about you.

Personal data that relates to another individual will not be disclosed. In these instances the data will be blacked out (redacted) to ensure we protect the other person's personal data.

To process your request there is currently a small administration fee of £10. We only accept cheque payments, made payable to Thames Water Utilities Limited.

On receiving the completed form, together with proof of identification and the administration fee, your request will be processed. You will receive an acknowledgement in writing that your request has been received. We will begin to compile the personal information you have asked us to provide. All SAR's will be replied to within 40 calendar days.

Once your SAR has been completed we will return your personal information and your identification documents to you by first class recorded delivery.

To make an SAR request you can call us on **0800 980 8800** or write to the following address:
Regulatory Compliance Team (SAR)
Thames Water
PO Box 286
Swindon
SN38 2RA