



How we handle your priority services data



Taking care of you and your privacy

We help thousands of people every year through our priority services, so we know just how essential it is to take data protection seriously.

That's why we follow strict guidelines to safeguard your personal information. Included in those guidelines is the requirement to have a dedicated document outlining our policy, so we've created this document to explain our standard.

This includes keeping up-to-date records of our data processing activities, completing regular data protection risk assessments and reviewing our company-wide data protection policy and associated standards at least once a year.

To view our company-wide data policy and standards, just visit thameswater.co.uk/privacy

Collecting your data

We use the tick boxes on our priority services registration form to collect your personal data.

You can select certain services you'd like us to provide, such as our doorstep password scheme, and share additional information about your specific needs.

We register customers, and collect their data, under 'substantial public interest'. This means, as well as taking direct registrations from customers, we can accept registrations from third parties, such as relatives, carers or charities, on your behalf if it's in your interest to do so. In these cases, we'll write to you to confirm you've been added – if you wish, you can ask to be removed, and we'll review your request to make sure it's in your best interests.

We've carefully analysed our data needs against all relevant legislation and ensured we always have a lawful basis for any information we collect.

Under Schedule 1, Part 2 of the Data Protection Act, paragraphs 6 and 18, we record and keep your data, including details of any health conditions you may have, so we can tailor our priority services to you.

Schedule 1, Part 2, paragraph 6 tells us we can record data for statutory, governmental and other related purposes. Schedule 1, Part 2, paragraph 18 allows us to record data for the safeguarding of children and individuals at risk.

Storing and accessing your data

We regularly carry out due diligence on the systems we use to store your data, and we follow our information security policy, access control policy and associated standards to keep your data secure.

We review these policies annually, and you can find copies at thameswater.co.uk/about-us/governance

Using your data

We only use your data to:

- personalise our service by providing specific support (e.g. sending you a bill in braille) or improving your overall customer experience (e.g. sharing services we think would interest you)
- contact you and other customers in priority order during water supply interruptions, whether it's warning of works in advance or offering alternative supplies quickly and appropriately

Reviewing your personal details

We check in with you every two years to make sure the details we have on file are still accurate.

If you'd like to update or remove your details yourself, you can call us or visit our website at any time.

If you want to remove your details, we may check whether you have any other support in place and ask you to confirm you no longer wish to benefit from our priority services.

If you're dependent on water or use a dialysis machine, feeding pump or automated medication, we may advise you to update your details and stay on the register so we can support you in water or wastewater-related emergencies. However, the decision to stay or leave the priority services register is always yours.

Find out more about your right to access or change the data we hold on you at thameswater.co.uk/privacy

Reviewing your circumstances

We understand your circumstances are likely to change with time, so we'll keep in touch to make sure our records are always up to date. If we don't hear back, we'll need to remove you from the register – don't worry, we'll always be in touch if this happens and we'll let you know how to be added back on if you wish.

The timescales for this vary depending on your circumstances:

Six months

- Young adult previously in foster care or with minimal support network
- Bereaved, divorced or made redundant, and as a result unable to cope with everyday situations
- Recovering after returning from hospital

Four years

- Chronic or serious illness
- Dementia or cognitive impairment
- Mental health condition
- Physical impairment
- Restricted hand movement
- Speech impairment
- Don't speak English
- Developmental condition (e.g. autism, Asperger's syndrome or dyslexia)
- Household with babies or pre-school children
- Eligible for a pension
- Unable to answer the door
- Poor sense of smell / taste
- Need someone with you if we visit
- Use a Careline/Telecare system
- Dependent on medicine that needs to be kept refrigerated
- Heart, lung or ventilator machine
- Oxygen concentrator
- Nebuliser or apnoea monitor
- Stair lift, hoist or electric bed

Six years

- Dialysis, feeding pump and/or automated medication
- A medical condition that requires showering or bathing
- A medical condition that means you depend on water in some other way
- Blind
- Partially sighted
- Deaf or hearing difficulties
- Doorstep password scheme

If you still need extra support, you'll have the opportunity to stay on the register. And don't worry – if we do remove you automatically, you can always re-register if you need to.

Looking ahead

We'll review and update this policy on a regular basis.

If you have any questions about how we collect, store, access or use your data, or you'd like to see a copy of the data we hold on you, please contact us at ecs@thameswater.co.uk

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