



Thames Water Privacy Notice

Developing a site or property

September 2020



Purpose

This section of our Privacy Notice explains how we use personal data in relation to the development of a site or property: This could be relevant for homeowners, developers, self-lay providers and/or newly appointed water companies (NAVs).

Purpose (lawful basis for processing)

Our purpose is to provide a service to our customers in this context, including land/property owners, developers, self-lay providers and NAVs, by carrying out activities such as:

- Handling applications from customers for the provision of our services
- Dealing with enquiries and complaints from customers who contact us for this purpose
- Issuing invoices to and taking payments from our customers
- Carrying out necessary work (eg new water mains and service connections, sewer connections, adoptions and requisitions, build over agreements, providing bulk water/discharges to NAVs)
- Customer relationship management (customer surveys, newsletters, open days)

More information on the services we provide to our customers in this context can be found on our website <https://www.thameswater.co.uk/developers>.

Our legal basis for processing your data for most of these activities is:

1. Article 6(1)(c) of the GDPR, which allows us to process personal data when processing is necessary for compliance with a **legal obligation** to which we are subject (Water Industry Act 1991 and associated regulations)
2. Article 6(1)(b) of the GDPR, which allows us to process personal data when processing is necessary for a **contract** we have with you or because you have asked us to take specific steps before entering into a contract
3. Article 6(1)(f) of the GDPR, which allows us to process personal data when processing is necessary for our **legitimate interests** or the legitimate interests of a third party, unless, on balance, these are outweighed by the need to protect your individual rights

What type of personal information do we process for this purpose?

We use the information you've provided us to help us deliver the service you requested.

This could include contacting you to discuss the application/work, visiting the site where work needs to be carried out, and invoicing when appropriate. We may also arrange video calls to see the pipework.

Customer feedback is important to us, so we may also use the information to ask for feedback on how we can improve our performance.

We'll use your business contact details to keep in touch and maintain strong working relationships with you.

Sharing data with third parties

Some of our services are carried out by our partner organisations. Where this is the case, we may transfer your personal data to them to allow them to complete the work.

We're also required to share details with our regulator Ofwat, and its authorised agents, to enable them to conduct customer feedback surveys about our developer services performance.

For new properties around our border where we provide water supply services, we must share new connection information including address and postcode with companies providing the wastewater services for these properties.

For further details, please see the list of third parties which is given on our [privacy page](#).