

Third parties to whom we share data with and receive data from

List of third parties to whom we share your data¹

1. Household and business customers

Purpose of processing	3 rd parties – including and not limited to the following:
Account Management	
Call centre and back office support	Capita Customer Management Limited Wipro Limited WNS Global Services (UK) Limited
Accessibility services	Capita Customer Management Limited
Leakage and drainage insurance	British Gas Services Limited
Billing	Capita Customer Management Limited Wipro Limited WNS Global Services (UK) Limited Communis UK Limited Huntswood CTC Limited
Processing payments	Paypoint Plc National Westminster Bank Plc WorldPay Inc Loomis UK Limited
Providing data to update customer records	Sagacity Solutions Limited Equifax Limited Temetra Limited
Debt collection	
Credit sharing	Equifax Limited
Debt collection	Sagacity Solutions Limited Fico-Fair ISAAC Services Limited Capita Customer Management Limited Gb Data T/A Gb Group Plc Advantis Credit Limited Moriarty Law Limited Tdx Group Limited Moorcroft Debt Recovery Limited Arvato Financial Solutions Limited 1 st Locate (UK) Limited
Complaints & queries	
Handling complaints & queries	Capita Customer Management Limited Wipro Limited Cirrus Limited Huntswood CTC Limited Our regulators such as: <ul style="list-style-type: none"> Consumer Council for Water

¹ This list reflects the 3rd parties known at the stated date – the list is subject to change and will be updated periodically.

Purpose of processing	3rd parties – including and not limited to the following:
	<ul style="list-style-type: none"> • Ofwat • Information Commissioner's Office • Water Redress Scheme - WATRS Our legal partners, Eversheds Sutherland LLP Our claims handling agents e.g. Bruton Knowles Limited
CGS payments (robotics)	IBM United Kingdom Limited
Customer surveys	
Customer feedback surveys carried out for Thames Water	Upland Software Inc – (Rant And Rave) Yonder Consulting Limited CM Monitor (Britainthinks) Limited Verve Partners Limited Community Research Limited Economics For The Environment Consultancy (Eftec)
Customer satisfaction monitoring by Ofwat	Accent Marketing and Research Limited
Vulnerable customers	
Carrying out customer feedback surveys on our Priority Services customers	Yonder Consulting Limited Upland Software Inc – (Rant and Rave)
Supporting the process of managing our PSR	Capita Customer Management Limited
Renewal review of customers social tariff	Department for Work and Pensions
Customers communication	Royal National Institute Of Blind People (RNIB) Language Line Limited
Providing water and/or wastewater service to households	
Customer side leakage	PN Daly Limited Essential Water Services UK Limited Hydrosave UK Limited Talboys Utility Services (Oxford) Limited RPS Group Plc
Drinking water quality monitoring and projects	Morrison Data Services Limited Kier Group Plc J. Murphy & Sons Limited
Water use study	Experian Limited Solo Managed Services (UK) Limited
Manging farmers practices for pollution management	Promar International Limited Farming and Wildlife Advisory Group (FWAG) East Limited Farming and Wildlife Advisory Group (FWAG) South East Limited Farming and Wildlife Advisory Group (FWAG) South West Limited Innovation for Agriculture Natural England (Catchment Sensitive Farming)
Metering (including smart metering) - customer communications, meter fitting and repairing, meter data analysis and reporting	Experian Limited Morrison Data Services Limited Galliford Try Plc Capgemini UK Plc Energy Saving Trust Enterprises Limited Groundwork Limited
Water efficiency visits	Zap Carbon (UK) Limited

Purpose of processing	3rd parties – including and not limited to the following:
	Groundwork London Plc Auriga Services Limited Solo Managed Services (UK) Limited Thinking Works Limited Energy Saving Trust Enterprises Limited Greenredeem Limited
Installation of sewer flooding mitigation devices (FLIPS)	Galliford Try Construction Limited Falco Construction Limited
Customer communications for street works	Solo Managed Services (UK) Limited Costain Limited Atkins Limited Black & Veatch Limited Skanska UK Plc MWH Treatment Limited Balfour Beatty Utility Solution Limited
Service delivery partners	Costain Limited Atkins Limited Black & Veatch Limited Skanska UK Plc MWH Treatment Limited Balfour Beatty Utility Solution Limited Lanes Group Plc
Insurance claims (handled by service delivery partner) Insurance claims (other)	Sedgwick International UK Limited Marsh Limited Willis Limited (Willistowerswatson) Bruton Knowles Limited XL Catlin Group Limited (AXA)
Providing emergency accommodation	Insurance Claims Accommodation Bureau
Contacting landowners/occupiers about surveys within their land to repair/fit new assets.	Bruton Knowles Limited
Regulatory reporting on service delivery	Our regulators including: <ul style="list-style-type: none"> • Drinking Water Inspectorate • Public Health England • Environment Agency • Consumer Council for Water Our external assurance partner – PricewaterhouseCoopers LLP
Providing water and/or wastewater service to businesses	
Metering (including smart metering) – verifying meter details and supply points.	PJ Keary Limited Morrison Data Services Limited
Customer communications for streetworks	Solo Managed Services (UK) Limited Costain Limited Atkins Limited Black & Veatch Limited Skanska UK Plc MWH Treatment Limited Balfour Beatty Utility Solution Limited
Contacting landowners/occupiers about surveys within their land to repair/fit new assets.	Bruton Knowles Limited
Collecting Business Customer Data for Network Enforcement	Local authorities Water retailers

Purpose of processing	3rd parties – including and not limited to the following:
Registering and de-registering supply points	Market Operator Services Limited Water retailers
Maintaining existing supply point data for the market Managing enquiries and complaints from retailers Assessing allowances and abatements	Advanced Demand Side Management Limited incorporated (ADSM) Water retailers
Vacant property checks – data provision	Marston Regulated Services Limited (Engage) Real Water Limited Shepper Limited
Site visits to check occupancy and meter/supply details	PJ Keary Limited
Trade effluent registration, sampling and reporting	Advanced Demand Side Management Limited incorporated (ADSM) Affinity for Business Limited Anglian Water Limited
Regulatory reporting	Our regulators including Market Operator Services Limited
IT infrastructure and support services	
Customer contact centre	Amazon Web Services EMEA SARL (AWS)
Workforce management system	Salesforce Inc.
Digital delivery service providers	WIPRO Limited Accenture UK Limited Actica Consulting Ltd Capgemini UK Plc Cognizant Worldwide Ltd Equal Experts UK Limited Explore Ai Limited PA Consulting Services Ltd Solstice Associates Ltd Tata Consultancy Services Limited Tecknuovo Ltd The DWM Group Ltd
Other digital partners	IBM United Kingdom Limited Microsoft Azure SAP UK Limited
Social Media	Facebook Twitter
Customer communications	
Email communications	Sendgrid(Twillio)
Print and mailing services	Paragon Customers Communications Ltd Communis UK Limited Belmont Press Limited Solo Managed Services (UK) Limited
Events and indirect Marketing	
Photography	BrandIQ

2. Developers, self-lay providers and newly appointed water companies

Purpose for data processing	3 rd parties – including and not limited to the following:
Issuing newsletters	Rocket Science Group LLC (Mailchimp)
Archiving of postal applications, refunds and supplier payments	MJF Business Services Limited
Customer Surveys	Upland Software Inc (Rant And Rave) Accent Marketing and Research Limited
Customer Complaints	Eversheds Sutherland LLP
Invoices, payments, refunds	WorldPay Inc
Delivery of Work - make clean connections - build over pre/post condition surveys	Morrison Utility Services Limited (Morrisonus) Kier Group Plc Clancy Docwra MTS Cleaning Specialists Limited
Delivery of Work (site data) - checking building sites - meter proving - LCE proving - process internal meter orders - make and deliver internal meters	Glenigan Limited and R P S Group Plc Metro Services Group – (Kemac) Morrison Data Services Limited Arqiva Limited Sensus Limited

3. Job applicants

Purpose for data processing	3 rd parties – including and not limited to the following:
Recruitment and employee pre-screening	GTI Recruiting Solutions Ltd Pertemps Recruitment Partnership Limited

List of third parties from whom we receive your data²

1. Household and business customers

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Providing data to update customer records	Sagacity Solutions Limited Equifax Limited Temetra Limited
Debt collection	
Credit sharing	Equifax Limited
Debt collection	Sagacity Solutions Limited Fico-Fair ISAAC Services Limited Capita Customer Management Limited Gb Data T/A Gb Group Plc Advantis Credit Limited

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Purpose of processing	3rd parties – including and not limited to the following:
	Moriarty Law Limited Tdx Group Limited Moorcroft Debt Recovery Limited Arvato Financial Solutions Limited 1 st Locate (UK) Limited
Vulnerable customers	
Processing data for the Customer Assistance Fund and for the Priority Services Register (PSR)	Auriga Services Limited
Exchanging priority services data with trusted organisations to make sure our PSR is as comprehensive as possible	London Fire Brigade
Renewal review of customers social tariff	Department for Work and Pensions
Processing data received for customers who have the 'breathing space' status applied under the government's Debt Respite Scheme and debt amount in the differs, or debts are missing	Debt Advisor Services/Agencies
Providing water and/or wastewater service to households	
Standpipe management	Aquam Water Services Limited
Insurance claims (handled by service delivery partner) Insurance claims (other)	Sedgwick International UK Limited Marsh Limited Willis Limited (Willistowerswatson) Bruton Knowles Limited XL Catlin Group Limited (AXA)
Providing emergency accommodation	Insurance Claims Accommodation Bureau

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