



## List of third parties to whom we send data and from whom we receive data<sup>1</sup>

September 2021

### Introduction

The third parties to whom we send/from whom we receive personal data are listed under the following headings:

- [household or business customers](#)
- [developing a site or property](#)
- [job applicants](#)
- [visitors \(to our website, offices, sites, events, meetings\) and vehicles](#)

### Household and business customers

Purpose of processing	3 <sup>rd</sup> parties to whom we send your data – including and not limited to the following:	3 <sup>rd</sup> parties from whom we receive your data – including and not limited to the following:
<b>Account Management</b>		
Call centre and back-office support	Capita Customer Management Limited Wipro Limited WNS Global Services (UK) Limited	N/A
Accessibility services	Capita Customer Management Limited	N/A
Leakage and drainage insurance	British Gas Services Limited	N/A
Billing	Capita Customer Management Limited Wipro Limited WNS Global Services (UK) Limited	N/A

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



Purpose of processing	3 <sup>rd</sup> parties to whom we send your data – including and not limited to the following:	3 <sup>rd</sup> parties from whom we receive your data – including and not limited to the following:
	Communis UK Limited Huntswood CTC Limited	
Processing payments	Paypoint Plc National Westminster Bank Plc WorldPay Inc Loomis UK Limited	N/A
Providing data to update customer records	Sagacity Solutions Limited Equifax Limited Temetra Limited	Sagacity Solutions Limited Equifax Limited Temetra Limited
<b>Debt collection</b>		
Credit sharing	Equifax Limited	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 <sup>st</sup> Locate (UK) Limited	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 <sup>st</sup> Locate (UK) Limited
Debt sales	Tdx Group Limited	
<b>Complaints &amp; queries</b>		
Handling complaints & queries	Capita Customer Management Limited Wipro Limited Cirrus Limited Huntswood CTC Limited Our regulators such as: <ul style="list-style-type: none"> <li>• Consumer Council for Water</li> <li>• Ofwat</li> <li>• Information Commissioner's Office</li> </ul>	N/A



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	<ul style="list-style-type: none"> <li>Water Redress Scheme - WATRS</li> </ul> Our legal partners, Eversheds Sutherland LLP Our claims handling agents e.g. Bruton Knowles Limited	
CGS payments (robotics)	IBM United Kingdom Limited	N/A
<b>Customer surveys</b>		
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)	N/A
Customer satisfaction monitoring by Ofwat	Accent Marketing and Research Limited	N/A
<b>Vulnerable customers</b>		
Carrying out customer feedback surveys on our Priority Services customers	Yonder Consulting Limited Upland Software Inc – (Rant and Rave)	N/A
Supporting the process of managing our Priority Services Register (PSR)	Capita Customer Management Limited	N/A
Renewal review of customers social tariff	Department for Work and Pensions	N/A
Helping with customer communication	Royal National Institute of Blind People (RNIB) Language Line Limited	N/A
Exchanging priority services data with trusted organisations to make sure our PSR is as comprehensive as possible	UK Power Networks	UK Power Networks London Fire Brigade Scottish and Southern Electricity Network
Processing data for the Customer Assistance Fund and for PSR	N/A	Auriga Services Limited



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Processing data received for customers who have the 'breathing space' status applied under the government's Debt Respite Scheme	N/A	Debt Advisor Services/Agencies
<b>Providing water and/or wastewater service to households</b>		
Customer side leakage	PN Daly Limited Essential Water Services UK Limited Hydrosave UK Limited Talboys Utility Services (Oxford) Limited RPS Group Plc	N/A
Drinking water quality monitoring and projects	Morrison Data Services Limited Kier Group Plc J. Murphy & Sons Limited	N/A
Water use study	Experian Limited Solo Managed Services (UK) Limited	N/A
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)	N/A
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	N/A



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	Energy Saving Trust Enterprises Limited Groundwork Limited	
Water efficiency visits	Zap Carbon (UK) Limited Groundwork London Plc Auriga Services Limited Solo Managed Services (UK) Limited Thinking Works Limited Energy Saving Trust Enterprises Limited Greenredeem Limited	N/A
Installation of sewer flooding mitigation devices (FLIPS)	Galliford Try Construction Limited Falco Construction Limited	N/A
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	N/A
Sending emails to registered customers and members of the public when we discharge storm water to local rivers	Twilio (SendGrid)	N/A
Service delivery partners	Costain Limited Atkins Limited Black & Veatch Limited Skanska UK Plc MWH Treatment Limited Balfour Beatty Utility Solution Limited Lanes Group Plc	N/A
Insurance claims (handled by service delivery partner)	Sedgwick International UK Limited Marsh Limited	Sedgwick International UK Limited Marsh Limited



Purpose of processing	3 <sup>rd</sup> parties to whom we send your data – including and not limited to the following:	3 <sup>rd</sup> parties from whom we receive your data – including and not limited to the following:
Insurance claims (other)	Willis Limited (Willistowerswatson) Bruton Knowles Limited XL Catlin Group Limited (AXA)	Willis Limited (Willistowerswatson) Bruton Knowles Limited XL Catlin Group Limited (AXA)
Providing emergency accommodation	Insurance Claims Accommodation Bureau	Insurance Claims Accommodation Bureau
Contacting landowners/occupiers about surveys within their land to repair/fit new assets.	Bruton Knowles Limited	N/A
Approved plumbers scheme	WaterSafe (WaterSafe Installers' Scheme Limited)	N/A
Regulatory reporting on service delivery	Our regulators including: <ul style="list-style-type: none"> <li>• Drinking Water Inspectorate</li> <li>• Public Health England</li> <li>• Environment Agency</li> <li>• Consumer Council for Water</li> </ul> Our external assurance partner – PricewaterhouseCoopers LLP	N/A
Standpipe management	Aquam Water Services Limited	Aquam Water Services Limited
<b>Providing water and/or wastewater service to businesses</b>		
Metering (including smart metering) – verifying meter details and supply points.	PJ Keary Limited Morrison Data Services Limited	N/A
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	N/A
Contacting landowners/occupiers about surveys within their land to repair/fit new assets.	Bruton Knowles Limited	N/A



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Collecting Business Customer Data for Network Enforcement	Local authorities Water retailers	N/A
Registering and de-registering supply points	Market Operator Services Limited Water retailers	N/A
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	N/A
Vacant property checks – data provision	Marston Regulated Services Limited (Engage) Real Water Limited Shepper Limited	N/A
Site visits to check occupancy and meter/supply details	PJ Keary Limited	N/A
Trade effluent registration, sampling and reporting	Advanced Demand Side Management Limited incorporated (ADSM) Affinity for Business Limited Anglian Water Limited	N/A
Regulatory reporting	Our regulators including Market Operator Services Limited	N/A
<b>IT infrastructure and support services</b>		
Customer contact centre	Amazon Web Services EMEA SARL (AWS)	N/A
Workforce management system	Salesforce Inc.	N/A
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	N/A



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	Tata Consultancy Services Limited Tecknuovo Ltd The DWM Group Ltd	
Other digital partners	IBM United Kingdom Limited Microsoft Azure SAP UK Limited	N/A
Social Media	Facebook Twitter	N/A
<b>Customer communications</b>		
Email communications	Twilio (SendGrid)	
Print and mailing services	Paragon Customers Communications Ltd Communis UK Limited Belmont Press Limited Solo Managed Services (UK) Limited	Paragon Customers Communications Ltd Communis UK Limited Belmont Press Limited Solo Managed Services (UK) Limited

## Developers, self-lay providers and newly appointed water companies

Purpose for data processing	3 <sup>rd</sup> parties to whom we send your data– including and not limited to the following:	3 <sup>rd</sup> parties from whom we receive your data – including and not limited to the following:
Issuing newsletters	Rocket Science Group LLC (Mailchimp)	Rocket Science Group LLC (Mailchimp)
Archiving of postal applications, refunds and supplier payments	MJF Business Services Limited	MJF Business Services Limited
Customer Surveys	Upland Software Inc (Rant And Rave) Accent Marketing and Research Limited	Upland Software Inc (Rant And Rave) Accent Marketing and Research Limited
Customer Complaints	Eversheds Sutherland LLP	Eversheds Sutherland LLP
Invoices, payments, refunds	WorldPay Inc	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	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	Glenigan Limited and R P S Group Plc Metro Services Group – (Kemac) Morrison Data Services Limited Arqiva Limited Sensus Limited
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## Job applicants

Purpose for data processing	3 <sup>rd</sup> parties to whom we send your data– including and not limited to the following:	3 <sup>rd</sup> parties from whom we receive your data – including and not limited to the following:
Recruitment and employee pre-screening	GTI Recruiting Solutions Ltd Pertemps Recruitment Partnership Limited	GTI Recruiting Solutions Ltd Pertemps Recruitment Partnership Limited

## Visitors, vehicles, events and publicity

Purpose for data processing	3 <sup>rd</sup> parties to whom we send your data– including and not limited to the following:	3 <sup>rd</sup> parties from whom we receive your data – including and not limited to the following:
Photography	BrandIQ	
Vehicle number plate data processing to investigate possible illegal connections	Driver and Vehicle Licensing Agency	Driver and Vehicle Licensing Agency