



Thames Water Privacy Notice

Thames Water Property
Management

May 2022



Purpose

This section of our Privacy Notice explains how we may use your personal data in managing our property portfolio.

The related processes that involve personal data include:

- Holding and maintaining estate records – the records include personal details of tenants and/or landlords, together with bank account details
- Acquisitions/ disposals – In the process of buying or selling, land or property, your name may be recorded if you are one of the parties involved in the transaction.
- Sub lettings and assignments – applications for these will be received, and processed, requesting consent to assign or sublet leases. Your name may be recorded if you are one of the parties involved in the transaction. References may also be received to support an applicant's financial standing and ability to perform the covenants in the lease.
- Rent collection and payment – we will bill tenants for any rent and service charges due to us on a periodic basis. Some tenants will be individuals and their bank details may be held.
- Land Registry and GIS enquires – the information received from the Land Registry may contain personal information, but this is data that is publicly available to all, for a small fee payable to the Land Registry.
- General enquiries – we receive a variety of questions and requests for information on land/ property owned or believed to be owned by us. Details of all calls are logged so issues can be managed and addressed. Personal data will be held where someone wants to be updated on the question raised or wants to be contacted in the future in respect of a request, i.e. when some land comes onto the market.

To process your data for the purpose of property management, we rely on the following lawful bases:

- Article 6(1)(f) of the UK GDPR, which allows us to process personal data when its necessary for the purposes of our **legitimate interests**; or, where applicable
- Article 6(1)(b) of the GDPR, which relates to processing necessary to perform a contract or to take steps at your request before entering a **contract**.

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

We may process the following types of personal data, where required:

- Personal identification – including name, marital status, National Insurance number, nationality
- Contact information – including correspondence address, home address, personal email address, work email address, phone number
- Financial – including bill payer - retail/landlord relationship, billing amount, billing period, credit score, account balance, insurance claim details, payment date, payment type and method, refund amount

Sharing data with third parties

The personal data is currently held in a third party system and is being migrated to the Thames Estate/ third party cloud based solution. Please see the list of the third parties with whom we share data and from whom we receive data as given elsewhere on our privacy page <https://www.thameswater.co.uk/legal/privacy-notice>.