

# List of third parties with whom we share your data<sup>1</sup>

## 1. Household and business customers

Purpose of processing	3 <sup>rd</sup> parties – 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
Accessibility services	Capita Customer Management Limited
Leakage and drainage insurance	Homeserve Plc
Billing	Capita Customer Management Limited Wipro Limited WNS Global Services (UK) Limited Communis UK 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
<b>Debt collection</b>	
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 <sup>st</sup> Locate (UK) Limited
<b>Complaints &amp; queries</b>	
Handling complaints & queries	Capita Customer Management Limited Wipro 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> <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

<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 – including and not limited to the following:
<b>Customer surveys</b>	
Customer feedback surveys carried out for Thames Water	Upland Software Inc – (Rant And Rave) Populus Limited CM Monitor (Britainthinks) Limited Verve Partners Limited Community Research Limited
Customer satisfaction monitoring by Ofwat	Accent Marketing and Research Limited
<b>Vulnerable customers</b>	
Processing data for the Customer Assistance Fund and for the Priority Services Register	Auriga Services Limited
Carrying out customer feedback surveys on our Priority Services customers	Populus Limited Upland Software Inc – (Rant and Rave)
Supporting the process of managing our Priority Services Register	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
<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
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
Managing 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 Groundwork London Plc Auriga Services Limited Solo Managed Services (UK) Limited Thinking Works Limited Energy Saving Trust Enterprises Limited Greenredeem Limited

<b>Purpose of processing</b>	<b>3<sup>rd</sup> parties – including and not limited to the following:</b>
Standpipe management	Aquam Water Services Limited
Installation of sewer flooding mitigation devices (FLIPS)	Experian 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 JLT Specialty Limited Willis Limited (Willistowerswatson) Bruton Knowles Limited
Providing emergency accommodation	Insurance Claims Accommodation Bureau
Contacting landowners/occupiers about surveys within their land to repair/fit new assets.	Experian Limited
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
<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
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.	Experian Limited
Collecting Business Customer Data for Network Enforcement	Local authorities Water retailers
Registering and de-registering supply points	Market Operator Services Limited Water retailers

<b>Purpose of processing</b>	<b>3<sup>rd</sup> parties – including and not limited to the following:</b>
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

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

<b>Purpose for data processing</b>	<b>3<sup>rd</sup> parties – including and not limited to the following:</b>
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	Communis UK Limited 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

<b>Purpose for data processing</b>	<b>3<sup>rd</sup> parties – including and not limited to the following:</b>
Recruitment partner - permanent staff	GTI Recruitment Solutions Limited
Recruitment partner – temporary staff and contractors	Pertemps Recruitment Partnership Limited
Recruitment partner – Pre-Screening staff and contractors	Pertemps Managed Solution Limited