



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

December 2024

### Introduction

The third parties to whom we send personal data and 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](#)
- [Contractors and suppliers](#)
- [Property portfolio management](#)
- [Commercial offering](#)

### 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	Tech Mahindra Limited Exl Services Ltd Swiss Post Solutions (SPS)	N/A
Accessibility services	Exl Services Ltd	N/A
Leakage and drainage insurance	British Gas Services Limited	N/A
Payment cards print & delivery services	Custom Card Services International Ltd	Custom Card Services International Ltd

<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:
Billing	Paragon Customers Communications Ltd Huntswood CTC Limited Tech Mahindra Limited Exl Services Ltd Swiss Post Solutions (SPS)	N/A
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 Experian Limited IDenteq Limited Connected Data Company Limited Experian TransUnion Information Group Limited Watch (WPM)	Sagacity Solutions Limited Equifax Limited Temetra Limited Experian Limited IDenteq Limited Connected Data Company Limited Experian TransUnion Information Group Limited Watch (WPM)
Identifying the responsible bill payer (prevention of fraud)	IDenteq Limited Connected Data Company Limited Sagacity Solutions Limited Equifax Limited Experian TransUnion Information Group Limited	IDenteq Limited Connected Data Company Limited Sagacity Solutions Limited Equifax Limited Government Bodies Experian TransUnion Information Group Limited
<b>Debt collection</b>		
Credit sharing	Equifax Limited Experian Trans Union	Equifax Limited Experian Trans Union
Debt collection	Fico-Fair ISAAC Services Limited EXL Services Ltd	Fico-Fair ISAAC Services Limited GB Data T/A GB Group Plc



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:
	Tech Mahindra Limited GB Data T/A GB Group Plc Advantis Credit Limited Moriarty Law Limited Moorcroft Debt Recovery Limited Everyday People Financial Solutions Ltd 1 <sup>st</sup> Locate (UK) Limited ( <i>Trading style as 'LCS'</i> ) Just Digital Marketplace LTD ResolveCall Ltd UK Search Ltd Phillips & Cohen Associates (UK) Ltd	Advantis Credit Limited Moriarty Law Limited Moorcroft Debt Recovery Limited Everyday People Financial Solutions Ltd 1 <sup>st</sup> Locate (UK) Limited ( <i>Trading style as 'LCS'</i> ) Just Digital Marketplace LTD UK Search Ltd ResolveCall Ltd Phillips & Cohen Associates (UK) Ltd
Debt sales	JC International Acquisitions Ltd (JCIA)	JC International Acquisitions Ltd (JCIA)
IVA/ Insolvency management	IVA Watch Ltd t/a Watch Portfolio Management	IVA Watch Ltd t/a Watch Portfolio Management
Litigation	Just Digital Marketplace LTD ( <i>Panel members TM Legal &amp; Perch Group</i> )	Just Digital Marketplace LTD ( <i>panel members TM Legal &amp; Perch Group</i> )
<b>Complaints &amp; queries</b>		
Handling complaints & queries	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> <li>• Water Redress Scheme - WATRS</li> </ul> Our legal partners, Eversheds Sutherland LLP Our claims handling agents e.g. Bruton Knowles Limited Tech Mahindra Limited, EXL Services Ltd Swiss Post Solutions (SPS)	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	N/A



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:
Public and customer consultations, surveys and research		
Customer feedback surveys carried out for Thames Water	Upland Software Inc (Rant and Rave) Accent Marketing and Research Limited CM Monitor (Thinks Insight & Strategy) ICS Consulting Limited QA Research Limited SYSTRA Limited Verve Partners Limited Watermelon Research Limited Yonder Consulting Limited	N/A
Customer satisfaction monitoring by Ofwat	BMG Research Limited	N/A
Public and customer consultations	Mott MacDonald PLC Adams Hendry Consulting Ltd Jacobs UK Ltd Savills PLC Arup Ltd Binnies UK Ltd Ardent Management Ltd Barhale Holdings PLC RSK Environment Ltd Copper Consultancy Ltd Costain Group PLC Arcadis Consulting Ltd Pinsent Masons LLP BCLP LLP Ricardo-AEA Limited Other water companies Affinity Water Portsmouth Water SES Water	Mott Macdonald PLC Adams Hendry Consulting Ltd Jacobs UK Ltd Savills PLC Arup Ltd Binnies UK Ltd Ardent Management Ltd Barhale Holdings PLC RSK Environment Ltd Copper Consultancy Ltd Costain Group PLC Arcadis Consulting Ltd Pinsent Masons LLP BCLP LLP Ricardo-AEA 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:
	South East Water Southern Water	
<b>Vulnerable customers</b>		
Carrying out customer feedback surveys on our Priority Services customers	Upland Software Inc (Rant and Rave) Accent Marketing and Research Limited CM Monitor (Thinks Insight & Strategy) ICS Consulting Limited QA Research Limited SYSTRA Limited Verve Partners Limited Watermelon Research Limited Yonder Consulting Limited	N/A
Supporting the process of managing our Priority Services Register (PSR)	Tech Mahindra Limited Exl Services Ltd	N/A
Customer social tariff application & renewal process.	Department for Work and Pensions Nyhavn Ltd t/a Paylink Solutions Limited Personal Data Management Limited	Department for Work and Pensions Nyhavn Ltd t/a Paylink Solutions Limited Personal Data Management Limited Auriga Services Limited
Helping with customer communication	Royal National Institute of Blind People (RNIB) Language Line Limited Significant (UK) Ltd	N/A
Supporting our Priority Services Customers with providing bottled water in emergency situations	EMCOR Group (UK) plc	N/A
Exchanging priority services data with trusted organisations to make sure our PSR is as comprehensive as possible	UK Power Networks London Fire Brigade Dorset, Swindon and Wiltshire Fire Brigade Surrey Fire and Rescue Service Affinity Water	UK Power Networks London Fire Brigade Dorset, Swindon and Wiltshire Fire Brigade Scottish and Southern Electricity Network Surrey Fire and Rescue Service



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:
	South East Water Sutton and East Surrey Water National Grid Scottish and Southern Electricity Networks Policy in Practice Ltd	Affinity Water South East Water Sutton and East Surrey Water National Grid Scottish and Southern Electricity Networks Energy Retailers Policy in Practice Ltd
Processing data for the Customer Assistance Fund and for PSR	N/A	Auriga Services Limited
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	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
Asset risk classification	Datb Limited	
Econometric analysis of billing and water use data	University of Southampton	
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	N/A



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:
	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 Groundwork Limited Siemens Public Limited Arqiva Limited	Siemens Public Limited Arqiva Limited
Water efficiency visits	Zap Carbon (UK) Limited Groundwork London Plc Auriga Services Limited Solo Managed Services (UK) Limited Greenredeem Limited Abacus Transtex Limited	N/A
Surface Water Outfall Pollution Investigation	Appropriate Local Authority (Where relevant)	RPS Environmental Management Ltd Water & Environmental Resource Management Ltd
Installation of sewer flooding mitigation devices (FLIPS)	Galliford Try Construction Limited Falco Construction Limited	N/A
Identifying blockage hotspots	Explore Ai 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	N/A
Sending emails to registered customers and members of the public	Twilio (SendGrid)	N/A



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:
when we discharge storm water to local rivers		
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) Insurance claims (other)	Sedgwick International UK Limited Marsh Limited Willis Limited (Willis Towers Watson) Bruton Knowles Limited XL Catlin Group Limited (AXA)	Sedgwick International UK Limited Marsh Limited Willis Limited (Willis Towers Watson) Bruton Knowles Limited XL Catlin Group Limited (AXA)
Providing emergency accommodation	Insurance Claims Accommodation Bureau Alternative Accommodation Agency	Insurance Claims Accommodation Bureau Alternative Accommodation Agency
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
S101 application reviews (Including further investigations)	Stantec UK Limited	Stantec UK Limited
Standpipe management	Aquam Water Services Limited	Aquam Water Services 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:
Community centric rainwater management.	Our Rainwater Ltd Groundwork London Ltd Local Authorities Indepen Ltd	Our Rainwater Ltd  Local Authorities
Incident management response and prevention.	Local Authorities Ofwat Environmental Agency Greater London Authority	Local Authorities Ofwat Environmental Agency Greater London Authority
<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 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
Contacting landowners/occupiers about surveys within their land to repair/fit new assets.	Bruton Knowles Limited	N/A
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



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:
Vacant property checks – data provision	Marston Regulated Services Limited (Engage) Real Water Limited Identeq 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 Occupational Health and Environmental Services 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
Operational scheduling tool support	Asperii	N/A
Outbound dialler SaaS system	Acqueon	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 Tata Consultancy Services Limited Tecknuovo Ltd The DWM Group Ltd. Redwood Software Inc Profisee Group Inc	N/A
Other digital partners	IBM United Kingdom Limited	Abnormal Security Corporation Ltd



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:
	Microsoft Azure SAP UK Limited Abnormal Security Corporation Ltd Hexaware Technologies Ltd	
Social Media	Facebook Twitter	N/A
Marketing Platform	TwentyThree Apps	N/A
Website Analytics & Tracking.	Google Inc. Crazy Egg Inc	Google Inc. Crazy Egg Inc
<b>Customer communications</b>		
Email communications	Twilio (SendGrid)	
Mobile phone communication via WhatsApp or SMS with a bot or virtual assistant	LivePerson Inc Tech Mahindra Limited	LivePerson Inc
Print and mailing service	Paragon Customers Communications Ltd Paragon Skills Limited Belmont Press Limited Solo Managed Services (UK) Limited	Paragon Customers Communications Ltd 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 (Morrisons) Kier Group Plc Clancy Docwra MTS Cleaning Specialists Limited Network Plus Ltd	Morrison Utility Services Limited (Morrisons) Kier Group Plc Clancy Docwra MTS Cleaning Specialists Limited Network Plus Ltd
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

## 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 Radical Recruit CIC Ambitious About Autism Plc Trustid Limited	GTI Recruiting Solutions Ltd Pertemps Recruitment Partnership Limited Radical Recruit CIC Ambitious About Autism Plc Trustid 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	Brand IQ	N/A



Vehicle number plate data processing to investigate possible illegal connections	Driver and Vehicle Licensing Agency	Driver and Vehicle Licensing Agency
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## Contractors and suppliers

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:
Site information text alerts for cess tanker contractors who have signed up for this service	J R Pridham Services Limited	N/A
Webcam footage of cess tankers operating in cess reception sites to ensure compliance with site rules and record any damage to assets	J R Pridham Services Limited	N/A

## Property portfolio management

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:
Holding and maintaining estate records, acquisitions/ disposals, sub lettings and assignments, rent collection and payment, logging enquiries	MRI Software LLC Jones Lang LaSalle (JLL) Limited Carter Jonas LLP CBRE Group Lambert Smith Hampton (LSH) Limited Bruton Knowles LLP Fowler & Fortescue (Rural Vision Limited) Dalcour McClaren plc	



	Fisher German LLP EMCOR Group (UK) plc Dovetail Building Consultancy Eversheds Sutherland LLP Bryan Cave Leighton Paisner LLP Birketts LLP	
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## Commercial Offering

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:
Performance of Contract	Fgs Agri Ltd O J Neil Contracting Ltd Viridor Waste (Thames) Ltd	

## Property Searches

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:
Performance of Contract	JAAM Automation Ltd	