



List of third parties to whom we send data and from whom we BPO receive data¹

June 2023

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](#)

Household and business customers

Purpose of processing	3 rd parties to whom we send your data – including and not limited to the following:	3 rd parties from whom we receive your data – including and not limited to the following:
Account Management		
Call centre and back-office support	Capita Customer Management Limited Wipro Limited Tech Mahindra Limited Exl Services Ltd Swiss Post Solutions (SPS)	N/A

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	3 rd parties to whom we send your data– including and not limited to the following:	3 rd parties from whom we receive your data – including and not limited to the following:
Accessibility services	Capita Customer Management Limited, EXL SERVICES LTD	N/A
Leakage and drainage insurance	British Gas Services Limited	N/A
Billing	Capita Customer Management Limited Wipro Limited Communis UK Limited 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	Sagacity Solutions Limited Equifax Limited Temetra Limited Experian Limited IDenteq Limited
Identifying the responsible bill payer (prevention of fraud)	IDenteq Limited Sagacity Solutions Limited Equifax Limited	IDenteq Limited Sagacity Solutions Limited Equifax Limited Government bodies
Debt collection		
Credit sharing	Equifax Limited	Equifax Limited
Debt collection	Sagacity Solutions Limited Fico-Fair ISAAC Services Limited Exl Services Ltd Tech Mahindra Limited Capita Customer Management Limited Gb Data T/A Gb Group Plc	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



Purpose of processing	3 rd parties to whom we send your data – including and not limited to the following:	3 rd parties from whom we receive your data – including and not limited to the following:
	Advantis Credit Limited Moriarty Law Limited TDX Group Limited (<i>panel members BPO Collections, Capital Resolve and Advantis</i>) a Debt Recovery Limited Arvato Financial Solutions Limited 1 st Locate (UK) Limited (<i>Trading style as 'LCS'</i>) Just Digital Marketplace LTD	Tdx Group Moorcroft Debt Recovery Limited Arvato Financial Solutions Limited 1 st Locate (UK) Limited Just Digital Marketplace LTD
Debt sales	JC International Acquisitions (JCIA) TDX	
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 & Perch Group</i>)	Just Digital Marketplace LTD (<i>panel members TM Legal & Perch Group</i>)
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 • Ofwat • Information Commissioner's Office • Water Redress Scheme - WATRS 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"> • Consumer Council for Water • 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	N/A
Public and customer consultations, surveys and research		



Purpose of processing	3 rd parties to whom we send your data – including and not limited to the following:	3 rd parties from whom we receive your data – including and not limited to the following:
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
Public and customer consultations	Mott MacDonald PLC Adams Hendry Other water companies; Affinity Water Portsmouth Water SES Water South East Water Southern Water 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)	N/A
Supporting the process of managing our Priority Services Register (PSR)	Capita Customer Management Limited Tech Mahindra Limited Exl Services Ltd	N/A
Customer social tariff application & renewal process.	Department for Work and Pensions Paylink Solutions Limited Personal Data Management Limited	Department for Work and Pensions Paylink Solutions Limited Personal Data Management Limited



Purpose of processing	3 rd parties to whom we send your data – including and not limited to the following:	3 rd parties from whom we receive your data – including and not limited to the following:
Helping with customer communication	Royal National Institute of Blind People (RNIB) Language Line Limited Significan't (UK) Ltd	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 South East Water Sutton and East Surrey Water National Grid Scottish and Southern Electricity Networks	UK Power Networks London Fire Brigade Dorset, Swindon and Wiltshire Fire Brigade Scottish and Southern Electricity Network Surrey Fire and Rescue Service Affinity Water South East Water Sutton and East Surrey Water National Grid Scottish and Southern Electricity Networks Energy Retailers
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
Providing water and/or wastewater service to households		
Customer side leakage	PN Daly 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



Purpose of processing	3 rd parties to whom we send your data – including and not limited to the following:	3 rd parties from whom we receive your data – including and not limited to the following:
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 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 Energy Saving Trust Enterprises Limited Groundwork Limited Siemens Public Limited	Siemens Public Limited
Water efficiency visits	Zap Carbon (UK) Limited Groundwork London Plc Auriga Services Limited Solo Managed Services (UK) Limited Energy Saving Trust Enterprises 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	



Purpose of processing	3 rd parties to whom we send your data – including and not limited to the following:	3 rd parties from whom we receive your data – including and not limited to the following:
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) Insurance claims (other)	Sedgwick International UK Limited Marsh Limited Willis Limited (Willistowerswatson) Bruton Knowles Limited XL Catlin Group Limited (AXA)	Sedgwick International UK Limited Marsh Limited Willis Limited (Willistowerswatson) 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



Purpose of processing	3 rd parties to whom we send your data – including and not limited to the following:	3 rd parties from whom we receive your data – including and not limited to the following:
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	N/A
S101 application reviews (Including further investigations)	Stantec Uk Limited	Stantec UK Limited
Standpipe management	Aquam Water Services Limited	Aquam Water Services Limited
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
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	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



Purpose of processing	3 rd parties to whom we send your data – including and not limited to the following:	3 rd parties from whom we receive your data – including and not limited to the following:
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
Vacant property checks – data provision	Marston Regulated Services Limited (Engage) Real Water Limited Shepper 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	N/A
Regulatory reporting	Our regulators including Market Operator Services Limited	N/A
IT infrastructure and support services		
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	N/A



Purpose of processing	3 rd parties to whom we send your data – including and not limited to the following:	3 rd parties from whom we receive your data – including and not limited to the following:
	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 Abnormal Security Corporation Ltd	Abnormal Security Corporation Ltd
Social Media	Facebook Twitter	N/A
Marketing Platform	TwentyThree Apps	N/A
Website Analytics	Google Inc.	Google Inc.
Customer communications		
Email communications	Twilio (SendGrid)	
Mobile phone communication via WhatsApp or SMS with a bot or virtual assistant	LivePerson Inc Wipro Limited TECH MAHINDRA LIMITED	LivePerson Inc Wipro Limited
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 rd parties to whom we send your data– including and not limited to the following:	3 rd 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

Job applicants

Purpose for data processing	3 rd parties to whom we send your data– including and not limited to the following:	3 rd 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	GTI Recruiting Solutions Ltd Pertemps Recruitment Partnership Limited Radical Recruit CIC Ambitious About Autism Plc



Visitors, vehicles, events and publicity

Purpose for data processing	3 rd parties to whom we send your data– including and not limited to the following:	3 rd 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

Contractors and suppliers

Purpose for data processing	3 rd parties to whom we send your data– including and not limited to the following:	3 rd 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 rd parties to whom we send your data– including and not limited to the following:	3 rd parties from whom we receive your data – including and not limited to the following:



<p>Holding and maintaining estate records, acquisitions/ disposals, sub lettings and assignments, rent collection and payment, logging enquiries</p>	<p>MRI Software LLC Jones Lang LaSalle (JLL) Limited Savills plc 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</p>	
--	---	--

Commercial Offering

Purpose for data processing	3 rd parties to whom we send your data– including and not limited to the following:	3 rd parties from whom we receive your data – including and not limited to the following:
Performance of Contract	<p>Fgs Agri Ltd O J Neil Contracting Ltd Viridor Waste (Thames) Ltd</p>	