



Personal Information and the Data Protection Act 1998

As our customer, you will periodically provide us with personal information about yourself and other members of your household. Other personal information may also be supplied by agents e.g. if you are renting a home. Three Valleys Water complies with the Data Protection Act 1998 in respect of personal information we hold. This statement describes:

- The types of personal information we hold;
- Where we obtain information from;
- How this information will be used; and
- To whom this information will be disclosed

What kinds of information will be held by Three Valleys Water?

We hold any information required to provide you with water services, administer your account, and contact you by telephone, fax, email and post about our services. Information we hold may include:

- Name and address details including your customer reference number
- Details of our charges and your payment history (including credit related information)
- Dates you moved in to and out of your property
- Meter readings
- Correspondence

Occasionally, we may ask and obtain information about other members of your household. If for example, to initially estimate your water consumption if you choose to have a meter installed.

We may also hold information about your health as part of a Safeguard Register or in connection with our Vulnerable Customer Tariff. In these cases, if you have not provided this information to us specifically, your permission will be sought.

If you have applied for our Vulnerable Customer Tariff or asked the Benefits Agency to make payment of your water charges direct to us, details of your National Insurance number and benefits will also be held.

Where does Three Valleys Water obtain information about you from?

The main sources of this information are:

- You (or anyone acting on your behalf, such as an estate/letting agent or a solicitor);
- An estate/letting agent or a solicitor acting on someone else's behalf (for example, where you are moving home)
- Your landlord (including a local authority landlord)

Other sources of information are:

- Our regulators (OFWAT, the Drinking Water Inspectorate and the Environment Agency)
- The companies who provide sewerage services in our area of supply
- The Benefits Agency for our Vulnerable Customer Tariff
- A credit reference agency or the Electoral Roll (where it has not been possible to identify the person responsible for payment of water services charges).

How will information about you be used?

Information about you will be used by Three Valleys Water, its staff (and, where necessary, its agents, contractors and advisers) to provide water services to you, administer your account and communicate with you by telephone, fax, email and post about the services we provide.

We will not contact you about products and services that are unrelated to water supply unless you have agreed. You may at any time opt not to receive details of products and services related to your water supply by writing to us.

To whom will information about you be disclosed?

We may disclose your personal information to provide you with a water supply, manage your account (including collection and recovery charges) and offer information about water supply related products and services which may be of interest. For example, to:

- Three Valleys Water's staff (and where necessary its agents, contractors and advisers)
- Our regulators (OFWAT, the Drinking Water Inspectorate and the Environment Agency) and Government (including Government agencies such as the Benefits Agency in the circumstances described above)
- The company (Thames Water Utilities or Anglian Water Services) responsible for providing sewerage services in our area of supply and on whose behalf we collect charges for those services.
- Our insurers if you make a claim against us
- Other persons or bodies where you advised us to do so

Your rights under the Data Protection Act 1998

You have a number of important rights under the Act. These include:

- A right to information about who is responsible for controlling the personal information held about you and the purposes for which it is processed or used;
- A right to a copy of the personal information held about you;
- A right to correct any inaccurate or misleading information held about you; and
- A right to your personal information not to be used for direct marketing purposes.

If you wish to use any of these rights, or to make any other enquiry about the personal information held about you, you should write to: The Directors Office, Three Valleys Water, PO Box 48, Bishops Rise, Hatfield, Hertfordshire, AL10 9HL.