

Disclosure of Information

Any personal information you provide may be stored by Scottish Water but will not be processed or disclosed to third parties other than:

- To our subsidiary companies their employees and agents to administer our water and sewerage business, any accounts, products and services provided to you now or in the future.
- To unitary Councils, collection agencies and lawyers for the purpose of collecting debt on your accounts.
- To anyone to whom we transfer or may transfer our right and duties under any agreement with you.
- To third parties providing water or sewerage services on our behalf pursuant to any agreement with them.
- To third parties in connection with any civil or criminal court or other dispute resolution proceedings.
- To carefully selected third parties for the purposes of marketing water related products and services unless you have indicated that you do not wish us to disclose information.
- If we have a duty to do so or the law allows us to do so.

Monitoring of calls

We may monitor and record calls as part of our commitment to providing the highest quality of service to you. This may be done for training purposes and to ensure compliance with our practices and procedures.

Personal Data Policy

Further information

If you would like any further information or have any comments on our Personal Data Policy then please write to us at **Scottish Water, P.O. Box 8855, Edinburgh, EH10 6YQ.**

Our policy may change from time to time, in which case the amended version will be published on our website on www.scottishwater.co.uk



Scottish Water is registered in the United Kingdom under the Data Protection Act 1998, number Z6561121. Scottish Water is the Data Controller and is responsible for the processing of any personal information you provide. This policy statement sets out our commitment to safeguarding personal information held about individuals - it does not apply to information we hold about companies and other organisations.

Some of the personal information we hold about you may be sensitive personal data within the meaning of the Data Protection Act 1998. Unless we have a duty to do so or the law requires it, we will not use sensitive personal data about you other than for the specific purpose for which you provide it.

Collecting Your Personal Data

We may collect personal information about you from a number of sources such as:

- when you agree to take a service from us (e.g. your name, address, payment method),
- when you contact us with an enquiry or in response to a communication from us, and
- from publicly available sources, such as the electoral register.

Using Personal Data

We will use personal information about you for a number of purposes, including:

- to administer accounts, services and products which we offer;
- for assessment and analysis purposes (market, customers and product analysis) so that we can review, develop and improve the services which we offer;
- to help us to provide you with the relevant information through our marketing plan so that information about water related services or products such as water saving devices or water audits, either from us or from our carefully selected partners, are appropriate to your needs;
- to provide 'aggregated' statistical information to regulators and reputable third parties; (This information will not allow anyone to be personally identified), and
- if we have a duty to do so or if the law allows us to do so.

Your Rights

We give you the opportunity to indicate if you do NOT wish to hear about other water related products and services from Scottish Water. This is done by way of a tick box at the relevant point on any communications we may send to you or by telephoning our **Customer Helpline** on **0845 601 8855**. You may revise the choice that you have made at any time by writing to us or calling us to inform us of your decision.

We will not use your personal data to market non-water related products or services without your express consent.

You have the right of access to your personal records held on our files by written request to:

**Scottish Water,
P.O. Box 8855
Edinburgh
EH10 6YQ**

on payment of a fee.