

WATER INDUSTRY COMMISSION FOR SCOTLAND

RETAILERS: HOW WE USE YOUR PERSONAL INFORMATION

We, the Water Industry Commission for Scotland, are the controller of the personal information that we hold about you. This means that we are legally responsible for how we hold and use personal information about you. It also means that we are required to comply with data protection laws when holding and using your personal information. This includes providing you with the details contained within this statement of how we hold and use your personal information, who we may share it with and your rights in relation to your personal information.

We have appointed a Data Protection Officer (DPO), who ensures that we comply with data protection laws. If you have any questions about this statement or how we hold or use your personal information, please contact the DPO via email at: DPO@wics.scot.

1. What personal information do we hold and use about you?

As a retailer holding a water services licence and / or a sewerage services licence, we hold and use the personal information that you provide to us and / or other personal information that we may obtain about you from you and from third parties on an ongoing basis. This includes your:

- name;
- contact information;
- financial information; and
- criminal records information.

If you do not provide us with the above personal information, you may not continue to be a retailer.

2. Why do we hold and use this personal information about you?

We use such personal information to:

- maintain an up-to-date register of licences and retailers;
- keep records and manage and administer the licensing process;
- calculate the licence fees and process our invoices for the same; and
- protect and defend our legal rights in the case of a dispute between us.

3. What is our legal basis for holding and using your personal information?

Data protection laws require us to have a legal reason for holding and using your personal information. Our legal reason for holding and using your personal information is to manage and administer water services and / or sewerage services licences as part of exercising the

official authority vested in us in terms of the Water Services etc. (Scotland) Act 2005 and associated legislation. We also hold and use your personal information to comply with other legal and regulatory obligations that apply to us.

4. Who do we share your personal information with?

We may share your personal information with the following organisations for the purposes described in section 2 of this statement:

- Scottish Water;
- Scottish Government;
- Scottish Environment Protection Agency;
- Drinking Water Quality Regulator;
- Central Market Agency;
- our consultants and IT service providers; and
- our solicitors.

5. How long do we keep your personal information?

We will only keep your personal information for as long as we need to for the purposes described in section 2 of this statement, including to meet any legal, accounting, reporting or regulatory requirements.

More information is contained in our data retention policy, which is available by contacting our DPO.

6. Where is your personal information transferred to?

Our servers are located in the United Kingdom and the European Union and the information that we collect directly from you will be stored in these servers.

Some of the organisations we share your personal information with (listed in section 4 of this statement) may be based or may make use of data storage facilities that are located outside the United Kingdom. Their handling and use of your personal information will involve us and / or them transferring it outside the United Kingdom. When we and / or they do this, we will ensure similar protection is afforded to it by:

- only transferring it or permitting its transfer to countries that have been deemed to provide an adequate level of protection for personal information under data protection laws; or
- using specific contracts with such organisations, which are approved for use in the United Kingdom, and which give your personal information the same protection it has in the United Kingdom after it is transferred.

Please contact our DPO for further information on the specific mechanism used by us when transferring your personal information outside the United Kingdom.

7. What rights do you have in relation to your personal information that we hold and use?

It is important that the personal information that we hold about you is accurate and current. Please keep us informed of any changes. Under certain circumstances, the law gives you the right to request:

- a copy of your personal information and to check that we are holding and using it in accordance with legal requirements;
- correction of any incomplete or inaccurate personal information that we hold about you;
- deletion of your personal information where it is no longer necessary for us to continue to hold and use it;
- temporarily suspend the use of your personal information, for example, if you want us to check that it is correct or the reason for processing it or to stop us from using your personal information altogether if we have committed a breach of data protection laws; and
- the transfer of the personal information that you have provided to us to you or to another organisation; and
- that you are not subject to a decision solely taken by computer which produces legal consequences for or otherwise significantly affects you.

You can also object to us holding and using your personal information on grounds relating to your particular situation, unless we have overriding and compelling legitimate grounds for holding and using your personal information in certain situations.

Please contact our DPO if you wish to make any of the above requests. When you make a request, we may ask you for specific information to help us confirm your identity for security reasons. You will not need to pay a fee when you make any of the above requests, but we may charge a reasonable fee or refuse to comply if your request for access is clearly unfounded or excessive.

8. Feedback and complaints

We welcome your feedback on how we hold and use your personal information, and this can be sent to our DPO.

You have the right to make a complaint to the Information Commissioner, the UK regulator for data protection, about how we hold and use your personal information. The ICO's contact details are as follows:

Telephone: 0303 123 1113

Website: <https://ico.org.uk/concerns/>

If you would like to receive this statement in alternative format, for example, audio, large print or braille, please contact us.

9. Updates to this statement

We may update this statement at any time, and we will provide you with an updated version when required to do so by law.

Last updated: May 2021