



Priority Services Data Policy
(also see our Customer Privacy Notice)



You can trust us when it comes to your personal data

We support lots of people in lots of different ways through our Priority Services. To do this we sometimes need to use your sensitive personal data, like information about your health or medical conditions. For your peace of mind, this document explains how we collect, use and manage your sensitive personal data when we're providing you with Priority Services.

We know how important it is that we take care of your sensitive information. That's why we've got a range of technical and organisational measures to keep your information safe. This includes:

- keeping up-to-date records about how we process data
- completing data protection risk assessments
- regularly training our agents on data protection
- implementing appropriate security measures
- and regularly reviewing our company-wide data protection policy and associated standards.

To read more about how we handle your personal information, please take a look at our Customer Privacy Notice at anglianwater.co.uk/privacy.

Collecting your personal data for Priority Services

We might collect your information for Priority Services directly from you, or from a friend, family member or carer. You may also appoint a third-party representative who has your permission to contact us with your information. This could be over the phone, by letter or by email. You might also provide your information online via our website, MyAccount or app. Or from what you tell us when you fill in one of our paper forms.

We may also receive your information from third party organisations (e.g. charitable organisations like Citizens Advice), emergency service providers and other utility companies. Information might also be shared under what's called 'Substantial Public Interest' to give you support and prevent any harm coming to you (for example, during an emergency). Once we receive any information this way, we'll get in touch with you to confirm you're registered and give you information about our Priority Services.

Types of personal data

To provide you with Priority Services, we collect information about you which might include: your contact details, information about your health and medical needs, information about your family (e.g. whether there are very young children in your home or you're caring for a loved one) and we may also store information about your language or communication preferences. We also collect information about any temporary or permanent support needs you have, as well as details about a third party nominee if you have one (their name, address, telephone number, and relationship to you).

All the information we collect will only be stored in reference to your account, rather than to specific individuals. You can select the services you'd like us to provide, such as large print bills, and share additional information about your specific needs.

Our legal basis to use your personal data for Priority Services

We use the data we collect and hold about you to:

- contact you and anyone else you nominate as a priority when there are planned or unplanned interruptions to your water supply (e.g. a burst main) or in other emergency situations. We'll also use your data to know if you might need to be offered an alternative water supply while we get things sorted.
- provide practical, tailored support to manage your account (e.g. providing bills in braille, audio or large print).

We register customers for our Priority Services and collect and process their data, using the lawful bases of 'public task' and 'substantial public interest' based on UK law. This means, as well as a customer registering directly with us for Priority Services, we can also accept registrations on their behalf from trusted third parties (like relatives, carers, charities or other organisations) if it's in their best interest. If this happens, we'll always write to you to confirm you've been registered. If you want, you can ask to be removed and we'll then review your request to make sure it's in your best interests.

We regularly review how we use the information we collect for Priority Services to ensure we're always using it according to regulatory and legal requirements. We'll get in touch with you from time to time, to make sure the service you're getting from us is still right for you and your family.

Storing and accessing your data

We regularly do what's called 'due diligence' to check the systems we use to store your data. We also make sure we're always following the various policies we have in place to keep your data secure (our information security policy, access control policy and associated standards). These policies are reviewed every year.

Sharing your data

In an emergency (e.g. if you're at risk from a flood), we might need to share your information with emergency services like the police, fire service, ambulance service, departments in your local authority as well as health services. This is to make sure you get the right level of support.

We may also share your information with other organisations who provide similar help to keep you and your family safe. For example, we might share information with your gas and electricity suppliers so they can add you to their own Priority Services Register so you can get extra support during a power cut or problem with your gas. Or we may share information with the Fire and Rescue services who provide free fire safety visits. If you'd prefer your information not to be shared in this way, please let us know.

The organisations we regularly share Priority Services data with are:

- Distribution Network Operators (DNOs)– they look after the cables in your area and make sure electricity gets to your home. The DNO will vary depending on where you live and include:
 - UK Power Networks
 - National Grid
 - Northern Power Grid

- Bedfordshire & Cambridgeshire Fire & Rescue Service (for customers living in those areas)

Reviewing your personal details and circumstances

Your data will only be used to provide you with help and support. Where you're registered for Priority Services for a temporary reason (e.g. you're recovering from hospital treatment), we'll remove you from the Register once your circumstances change.

If you have a more permanent need for support (e.g. a long-standing medical condition), we'll keep you registered for Priority Services until you tell us you no longer want to receive the service.

If you ever want to be removed from Priority Services, just let us know. We may check that you've got other support in place before ask you to confirm your decision. If you rely on water for medical needs, like using a dialysis machine, feeding pump or automated medication, we may recommend you stay on the Register. This way, we can continue to support you for any emergencies with your water or sewerage supply.

We know that your circumstances can change over time. That's why we check in with you every two years to make sure you're getting the right support and that the information we hold is up to date. If you'd like to update or remove your details yourself, you can call us or visit our website at any time.

If you still need extra support, you'll always be able to stay on the Register. If we check in with you but don't hear back, we'll take a look at whether you still need our support. If we remove you, don't worry, we'll let you know and make it easy for you to be rejoin anytime you need us.

Your rights

We'll review and update this policy on a regular basis. If you've got any questions about how we collect, store, access or use your Priority Services data please contact us at priorityservices@anglianwater.co.uk.

If you'd ever like to see a copy of the data we hold about you, or want to request that your data is changed or removed please get in touch. For further information, see our [Customer Privacy Notice](#).

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