

# DATA PROTECTION POLICY STATEMENT

**Our vision is to be the national leader in the provision of sustainable water and wastewater services.**

Information about our customers and employees (personal data) is one of our most valuable assets.

Whenever we use personal data, we are committed to protecting everyone's privacy rights. Respecting those rights, and meeting our obligations under the General Data Protection Regulation is essential if we are to maintain our reputation as an ethical and trustworthy company.

As Chief Executive I am committed to the continuous improvement of data protection compliance controls and culture throughout the business. We will work as one team to protect everyone's privacy rights by:

1. Making sure we are ethical, fair, transparent and lawful when we use personal data.
2. Only using personal data where we have a specified, explicit and legitimate reason for doing so.
3. Ensuring that we have the personal data we need, but no more, to make the right decisions.
4. Keeping personal data accurate and up-to-date.
5. Only keeping personal data for as long as we need it to meet our purposes, and disposing of it promptly, and securely, afterwards.
6. Allowing everyone access to their personal data when they wish, not using it in a way which may cause inappropriate harm or distress, and respecting their rights under the General Data Protection Regulation.
7. Making sure that personal data is always protected by our Information Security Policy, and by following best practice procedures and guidance, to prevent its unauthorised use, disclosure, damage, or loss.
8. Ensuring that personal data is not transferred outside the European Economic Area, unless privacy rights are adequately protected in the recipient territory.

Each year, we will review our data protection policy, and how it operated, to make sure that we are meeting our obligations. Where there is a significant change to legislation, or to the nature or scope of data protection risk in the business, we will carry out more frequent reviews.



*Heidi*

Original signed by  
HEIDI MOTTRAM, CEO  
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