

## Data protection statement

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This statement is for the Water Plus Group Limited; Water Plus Limited and Water Plus Select Limited.

Water Plus collects, stores and processes personal data about our customers. We recognise that the correct and lawful treatment of this personal data will help maintain confidence in our company and assist in delivering successful business operations.

This Data Protection Statement sets out how we, as a data controller, safeguard the personal data of our customers. It also explains the rights and obligations of our customers (as data subjects) with respect to such data.

### What is personal data?

Personal data means data about a living individual who can be identified from the data (or from that data and other information in our possession). Personal data can be factual (for example, a name, address or date of birth).

**Special Category data** includes information about a person's racial or ethnic origin, political opinions, religious or similar beliefs, physical or mental health.

When we process special categories of personal data we must meet additional conditions and usually we must obtain the explicit consent of the data subject to record, use and store that data unless we're required to process such personal data to comply with our legal obligations.

### Our commitment as a data controller of the personal data of our customers

With our customer's personal data we'll comply with the six enforceable principles set out in the General Data Protection Regulation (GDPR):

- Process it lawfully, fairly and transparently;
- Process it for specific purposes for which individuals have been made aware;
- Ensure it is adequate and necessary (the minimum required for the purpose);
- Ensure it is accurate and up-to-date;
- Ensure it is not kept longer than necessary for the purpose;
- Securely hold and protect it against misuse, loss or damage.

### Our processing of customer personal data

We acknowledge that for our customers' personal data to be processed lawfully, we must process it on the basis of one of the following legitimate grounds:

- The data subject's consent to the processing;
- That the processing is necessary for entering in to, or for the performance of, a contract with the data subject;
- To comply with a legal obligation that Water Plus is subject to.

## Our management of customer personal data

Our duties in the management and safeguarding of our customers' personal data includes:

- Only using personal data for the specific purposes communicated to our customers;
- Ensuring that personal data we hold is accurate and kept up to date. We acknowledge that we check the accuracy of any personal data at the point of collection and, where we can, at regular intervals afterwards. We must destroy or amend inaccurate or out-of-date personal data;
- Not keeping personal data longer than required for the purpose we collected it for;
- Applying security measures to ensure no unlawful or unauthorised processing of personal data, or the accidental loss or damage to personal data.

## Customer rights under GDPR

We acknowledge our obligations to our customers in exercising any of their rights in relation to any of their personal data which we hold:

The rights of data subjects and our obligations to them include:

1. Requesting access to any personal data we hold about them;
2. Preventing the processing of their personal data for direct marketing purposes;
3. Asking to have inaccurate personal data amended;
4. Preventing processing that is likely to cause damage or distress to data subjects or anyone else.

**If you are a customer you can find out more information about the personal information we collect, how we use it and your rights by visiting <https://www.water-plus.co.uk/privacy>**