



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



We are a safe pair of hands when it comes to your personal data

We support lots of people in lots of different ways through our priority services, and this sometimes involves us using your sensitive personal data, such as health information or information about medical conditions. For your peace of mind, we have created this dedicated document to explain how we collect, use and manage your sensitive personal information when providing priority services.

We understand how important it is to take care of your sensitive information and we have implemented a range of technical and organisational measures to keep your information safe. This includes keeping up-to-date records of our data processing activities, completing data protection risk assessments, regular data protection training for our agents, implementing appropriate security measures and reviewing our company-wide data protection policy and associated standards regularly.

For more information about how we handle your personal information generally, please see our Customer Privacy notice, just visit anglianwater.co.uk/privacy.

Collecting your personal data for priority services

We may collect your information for priority services from you, a friend, family member or carer. You may also have an appointed third-party representative who contacts us with your information. This could be over the telephone, by letter or by email. You may also provide it online as we also have tick box options on our priority services paper forms, within our website, MyAccount and MyApp services.

We may also receive your information from other third parties, such as charities, emergency service providers and other utility providers, usually because you have consented for your information to be shared with us. Once received we will be in touch with you to confirm you are registered and provide you with information about our priority services.

Types of personal data

To provide priority services, we collect information about you which may include contact details, your date of birth, health and medical information, information about your family such as whether there are very young children in your home or whether you are caring for a loved one and we may collect language preferences and consent status. We also collect information about temporary and permanent support needs as well as third party nominee details (name, address, telephone number, and relationship to you). All information collected will be stored with reference to your customer account, rather than to specific individuals. You can select the services you'd like us to provide, such as our password scheme, and share additional information about your specific needs.

Using your personal data for priority services & legal basis

We use your data to:

- contact you and other customers in priority order during water supply interruptions and other emergency situations, e.g. a burst main, whether it's warning of works in advance or offering alternative supplies quickly and appropriately,

- provide practical, tailored support with managing your account, e.g. personalising our service by providing bills in large print

We register customers for our priority services, and collect their data, using the lawful bases of public interest and substantial public interest based on UK law. This means, as well taking direct registrations from customers, we can accept registrations from third parties, such as relatives, carers or charities, on your behalf if it's in your interest to do so. In these cases, we'll always write to you to confirm you've been registered. If you wish, you can ask to be removed, and we'll review your request to make sure it's in your best interests.

We keep our use of information collected for priority services under regular review and always ensure we are using it in accordance with regulatory and legal requirements.

Storing and accessing your data

We regularly carry out due diligence on the systems we use to store your data, and we follow our information security policy, access control policy and associated standards to keep your data secure. We review these policies annually.

Sharing your data

In the event of an emergency, it may be necessary for Anglian Water to share your information with emergency service organisations, such as the police, fire services, ambulance services, local authority departments and health services. This is to ensure you receive the appropriate support in an emergency.

With your agreement, we may also share your contact details and priority services status to third parties offering similar, additional support that could benefit you, e.g., Fire Authorities.

Reviewing your personal details and circumstances

We check in with you every two years to make sure the details we have on file are still accurate. If you'd like to update or remove your details yourself, you can call us or visit our website at any time.

Your data will only be used for the purpose of providing help and support. Where you are registered for priority services for a temporary reason (e.g. recovering from hospital treatment), we will remove you from the register once your circumstances change.

For more permanent support needs (e.g. a permanent medical condition), we will keep you registered for priority services until you tell us you no longer want to receive the service.

If you want your details removed for priority services, depending on your needs we may check whether you have any other support in place and ask you to confirm you no longer wish to benefit from our priority services. If you're dependent on water or use a dialysis machine, feeding pump or automated medication, we may advise you to update your details and stay on the register so we can support you in water or wastewater related emergencies.

We understand your circumstances are likely to change with time, so as part of our 2 yearly check in, we'll make sure our records are always up to date. If you still need extra support, you'll always have the opportunity to stay on the register. If we don't hear back from you, we'll review whether we think you still need priority services, but don't worry, we'll always be in touch if this happens and we'll let you know how to be added back on if you wish.

Your rights

Looking ahead we'll review and update this policy on a regular basis. If you have any questions about how we collect, store, access or use your priority services data please contact us at customerservices@anglianwater.co.uk.

If you'd like to see a copy of the data we hold on you, or would like to request for your data to be rectified or removed please see our [Customer Privacy Notice](#) for full details and further information.

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