

Privacy Notice for Data Sharing with Water Utility Companies

Service description

Dover District Council will share personal data with Water Utility Companies, such as Southern Water, to help customers reduce their water bill.

Processing activity

We will use information held for the purposes of awarding Housing Benefit to identify families who are likely to qualify for social tariffs as provided for by the Flood and Water Management Act 2010 s44 and the WaterSure Scheme per Water Industry (Charges) (Vulnerable Groups) (Consolidation) Regulations 2015 r2.

Information requirements

The Council will share the following information:

- Name of claimant, name of partner
- Address
- That you qualify for the social tariff

Lawful bases

Our lawful basis for processing your personal information is:

- UK GDPR A6(1)(e) Public Task as supplemented by DPA 2018 s8(c)

This lawful basis is based on powers provided by the Digital Economy Act 2017 s38.

Data Sharing

We are planning to share information with:

- Southern Water
- Affinity Water

We will share personal information with law enforcement or other authorities if required by applicable law or in connection with legal proceedings.

Please refer to the Kent & Medway Information Agreement for further details on our sharing arrangements.

Retention

Additional data created by the Council for the purpose of this data sharing will be held by for 6 months to allow us to deal with queries or data quality issues. If any issues are identified, records will be kept until they are resolved.

Personal data shared to a Water Utility Company will be subject to their retention schedule as they will become their own individual controller under UK GDPR.

Further information

Please refer to our Corporate Privacy Notice at www.dover.gov.uk/privacy for further details of how we process your personal information and your rights.