

Privacy Notice data share with Water Utility Companies

Service description

Canterbury City Council will share personal data with Water Utility Companies, such as South East 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.

Details of South East Water's Social Tariff:

<https://www.southeastwater.co.uk/help/priority-services/help-paying-your-bill>

Information requirements

We will be sharing the following information:

- Name of claimant, name of partner
- Address

Lawful bases

Our **lawful bases** for processing your personal information are:

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

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

Your rights

Your rights depend on the lawful basis we are relying on. More information is [available here](#).

Data Processors

For the purpose of the data share, the only data processor CCC will use will be to transfer the data.

Data sharing

We are planning to share information with:

- South East 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 CCC for the purpose of this data share will be held by CCC 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.

Data shared to a Water Utility Company will be subject to their retention schedule.

More information

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