

Our Privacy Policy

Thames Water is committed to protecting your privacy and complying with the Data Protection Act 1998. This policy, together with the Terms of Use and the Terms and Conditions, sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

In this privacy policy references to "we" and "us" are to Thames Water Limited, Thames Water Utilities Limited, and all subsidiary companies thereof. "Property Searches" is a trading name of Thames Water Utilities Limited. The contact address for all these companies is:

Clearwater Court
Vastern Road
Reading Berkshire
RG1 8BD

For the purposes of the Data Protection Act 1998, the data controller is Thames Water Utilities Limited.

What information do we collect?

We collect and store the following information that you provide to us via this website:

- Any personal details you submit to this website www.thameswater-propertysearches.co.uk ("our site") and submit, such as name, address, and email address. This includes information provided at the time of registering with our site or when requesting services from us.
- Any details you submit which relate to the property on which searches are to be carried out, including the address, current registered proprietor, current use and future use.
- If you contact us, we may keep a record of that correspondence (including email).
- Details of the transactions you carry out through our site and of the fulfilment of your orders.
- Details of your visits to our site and the resources that you access.

IP Addresses and Cookies

We may collect information about your computer including, where available, your IP address, operating system and browser type, for system administration. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

We may obtain information about your general internet usage by using a cookie file which is stored on your browser or the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service.

If you register with us or you continue to use our site, you agree to our use of cookies.

We use cookies to identify registered customers by their username.

We also use Google Analytics to collect information about how visitors use our site. The Google Analytics cookies help us to improve our site. The cookies collect the following information in anonymous form:

- The number of visitors to our site.
- What time the visitors came to our site.
- Where visitors have come to our site from and what pages they visited.
- Whether the visitors have been to our site before.

You can block cookies by activating the setting on your browser which allows you to refuse the setting of all or some cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

To opt out of being tracked by Google Analytics across all websites visit <http://tools.google.com/dlpage/gaoptout>.

Using the information we collect:

We may use the information that we collect from you via our site in accordance with the Data Protection Act 1998 and other applicable laws:

- To provide you with information, products or services that you request from us, where you have consented to be contacted for such purposes;
- To carry out our obligations arising from any contracts entered into between you and us;
- To notify you about changes to our service and/or our site;
- To process any payments that you make via our site;
- To contact you in any way (including mail, e-mail, phone, text) about products and services offered by us and selected partners. We will only contact you in this way if you have previously given your permission.

We use a third party, WorldPay UK Ltd, to collect your payment details process payments made over our site.

Where we store your personal data

Your personal information will not be transferred to a destination outside the UK.

We will ensure that the personal information that you provide to us via our site is held on secure servers in the UK.

Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Disclosure of your information

We may disclose your personal information to any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.

When you submit a property search on our site and you place an order for a report produced by one of our suppliers, we may also disclose the postcode of the property against which you search to the relevant third party supplier(s).

In addition to the above, we may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Thames Water Limited, Thames Water Utilities Limited, or Property Searches, are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Terms of Use or Terms and Conditions; or in order to protect the rights, property or safety of Thames Water Limited, Thames Water Utilities Limited, Property Searches, our suppliers, customers or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.
- If we use a third party to host the servers on which your personal information is stored.
- In any other manner mentioned elsewhere in this policy.

Your rights

You can request a copy of the information that we hold about you at any time by contacting us at the address below. The provisions of this information may be subject to the payment of a fee (currently £10).

You have the right to ask us not to process your personal data for marketing purposes. We will usually seek your consent if we intend to use your data for such purposes and you can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at the address below. Our site may, from time to time, contain links to and from the websites of our suppliers, partner networks, affiliates and other third parties. If you follow a link to any of these websites, please note that these websites should have their own privacy policies and we do not accept any responsibility or liability for these policies or the content or operation of these websites. Please check these policies and the terms of the websites before you submit any personal data to these websites.

We want to make sure that your personal data is accurate and up to date. You may ask us to correct or remove information you think is inaccurate.

Security

We will take appropriate technological and organisation measures to prevent the loss, misuse or alteration of your personal information including the encryption of data using SSL technology.

Updates to this privacy policy

We may update this privacy policy from time to time and will state on the policy the date when the policy was last updated. Therefore, we advise you to revisit this page regularly.

Contact

Questions related to this privacy policy and access to any personal data you have provided to us should be addressed to:

Thames Water Data Protection Officer
Thames Water Utilities Ltd
PO Box 436
Swindon
Wiltshire
SN38 1TU

Last updated: October 2011