

PRIVACY POLICY – Norfolk Water Ltd

The Norfolk Water Company is committed to preserving the privacy of all visitors to our website at www.norfolkwater.co.uk.

Please read the following privacy policy to understand how we use and protect the information that you provide to us.

By registering or placing an order on this website, you consent to the collection, use and transfer of your information under the terms of this policy.

INFORMATION THAT WE COLLECT FROM YOU

When you visit, register or order products or services on www.norfolkwater.co.uk you may be asked to provide certain information about yourself including your name, contact details and credit or debit card information.

We may also collect information about your usage of our website as well as information about you from messages you post to the website and e-mails or letters you send to us.

To maintain customer service standards and to assist staff training, we may record and monitor incoming calls.

USE OF YOUR INFORMATION

Your information will enable us to provide you with access to all parts of our website and to supply the goods or services you have requested. It will also enable us to bill you and to contact you where necessary concerning your orders. We will also use and analyse the information we collect so that we can administer, support, improve and develop our business.

In particular, we may use your information to contact you for your views on our services and to notify you occasionally about important changes or developments to the website or our services. We might also use your information to let you know by email about other products and services which we offer which may be of interest to you. If you do not want to be contacted in the future, please let us know.

DISCLOSURE OF YOUR INFORMATION

We will not store, retain or disclose to any other party, financial information such as credit or debit card details that you may have provided whilst ordering or paying for our goods and services except to the extent that this is required to process your payment.

Other information you provide to us may be accessed by or given to third parties some of whom may be located outside the European Economic Area who act for us for the purposes set out in this

policy or for other purposes approved by you. Those parties process information, fulfil and deliver orders, process credit card payments and provide support services on our behalf. We may also pass aggregate information on the usage of our website to third parties but this will not include information that can be used to identify you.

Where you have consented when providing us with your details, we may also allow other companies in our group, to contact you occasionally about products and services which may be of interest to you. They may contact you by e-mail. If you change your mind about being contacted by these companies in the future, please let us know at info@norfolkwater.co.uk.

Finally, if our business enters into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners.

Countries outside the European Economic Area do not always have strong data protection laws. However, we will always take steps to ensure that your information is used by third parties in accordance with this policy.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

COOKIES

Cookies are small amounts of information which we may store on your computer.

We use Google Analytics and other tracking code for marketing purposes and to better understand our website usage.

If you do not wish your visit to be tracked you should disable cookies in your browser.

SECURITY AND DATA RETENTION

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We will retain your information for a reasonable period or as long as the law requires.

ACCESSING AND UPDATING

You are entitled to see the information held about you and you may ask us to make any necessary changes to ensure that it is accurate and kept up to date. If you wish to do this, please contact us at info@norfolkwater.co.uk. We are entitled by law to charge a fee of £10 to meet our costs in providing you with details of the information we hold about you.

CHANGES TO OUR PRIVACY POLICY

Any changes to our privacy policy in the future will be posted to the website and, where appropriate, through e-mail notification.

CONTACT

All comments, queries and requests relating to our use of your information are welcomed and should be addressed to info@norfolkwater.co.uk.