

Data Protection — Our Approach

Dŵr Cymru Welsh Water (DCWW) is committed to ensuring that we handle the Personal Data of our customers and employees in a responsible, honest and ethical way in all that we do which includes respecting their Data Protection rights. To be trusted to do the right thing is one of our core values. As data controller of our customers' and employees' Personal Data, the company has ultimate responsibility for ensuring that the Personal Data of our customers and employees is processed in accordance with Data Protection laws (including the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018). This includes circumstances where a third party is processing Personal Data on our behalf. We aim to ensure that all contracts which involve third parties processing Personal Data on behalf of the company include appropriate Data Protection provisions to ensure that we have taken all reasonable steps to comply with Data Protection laws (including where Personal Data is being transferred outside of the EEA). The company's Information Security Team is responsible for verifying that adequate technical safeguards are in place to protect our customers' and employees' Personal Data.

The Board endorses the company's Data Protection Policy. Our aim to continuously improve our practices in relation to Data Protection, whilst providing the service that our customers need from us and enabling the company to operate efficiently, means that we keep our processes under review and adapt them where necessary. Training and refreshed guidance is provided to colleagues at least on an annual basis, and as necessary as issues arise throughout the year.

The company's Data Protection Officer (DPO) reports annually to the Board, identifying any Data Protection risks and steps taken to mitigate them. In addition, the DPO raises any significant issues as they arise with the Board, Audit Committee and/or the Executive as appropriate.

The aim of the Board in adopting this Data Protection statement is to confirm its commitment to the company's compliance with Data Protection laws and to protecting the rights of individuals.

Approved by the Joint Boards of Glas Cymru and Dŵr Cymru Cyfyngedig

June 2021