M&S WATER SERVICES (UTILITIES) LIMITED
COMMITTED TO KEEPING YOUR WATER FLOWING

Unit 5 to 7, High Town Enterprise Centre
York Street, Luton, Bedfordshire LU2 0HA
Telephone: 01582 736317
E-mail: info@mandswater.co.uk
Website: www.mandswater.co.uk

PRIVACY NOTICE

Introduction

M & S Water Services (Utilities) Limited are committed to protecting and respecting your privacy.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The rules on processing of personal data are set out in the General Data Protection Regulation (the "GDPR").

Personal Data

M & S Water Services (Utilities) Limited only collect and use personal information with your knowledge and consent. M & S Water Services (Utilities) Limited normally collect personal information when you use services or make customer enquiries

The type of personal information M & S Water Services (Utilities) Limited may collect could include, for example, your name and postal address, telephone numbers, email address and other information collected when you make an enquiry.

M & S Water Services (Utilities) Limited use the information collected from you to provide quotations and make telephone and/or email contact.

Legal basis for processing any personal data

To meet M & S Water Services (Utilities) Limited's contractual obligations to clients.

Consent

Through agreeing to this privacy notice you are consenting to M & S Water Services (Utilities) Limited processing your personal data for the purposes outlined. You can withdraw consent at any time by emailing info@mandswater.co.uk or writing to us, see last section for full contact details.

Disclosure

M & S Water Services (Utilities) Limited may on occasions pass your personal information to third parties exclusively to process work on its behalf. M & S Water Services (Utilities) Limited requires those parties to agree to process this information based on our instructions and requirements consistent with this Privacy Notice and GDPR.

M & S Water Services (Utilities) Limited do not broker or pass on information gained from your engagement without your consent. However, M & S Water Services (Utilities) Limited may disclose your Personal Information to meet legal obligations, regulations or valid governmental request.

Retention policy
M & S Water Services (Utilities) Limited will process personal data during the duration of any contract and will continue to store only the personal data needed for five years after the contract has expired to meet legal obligations. After five years any personal data not needed with be deleted or securely shredded

Data storage
Data is held in England using a server and on our Management System. M & S Water Services (Utilities) Limited does not store personal data outside the EEA.

Your rights as a data subject
At any point, whilst M & S Water Services (Utilities) Limited is in possession of or processing your personal data, all data subjects have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply you have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.

In the event that M & S Water Services (Utilities) Limited refuses your request under rights of access, we will provide you with a reason as to why, which you have the right to legally challenge.
M & S Water Services (Utilities) Limited at your request can confirm what information it holds about you and how it is processed.

You can request the following information:

- Identity and contact details of the person or organisation that M & S Water Services (Utilities) Limited has determined how and why to process your data
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of M & S Water Services (Utilities) Limited or a third party such as one of its clients, information about those interests.
- The categories of personal data collected, stored and processed
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority (Data Protection Regulator).
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.

To access what personal data is held, identification will be required
M & S Water Services (Utilities) Limited will accept the following forms of ID when information on your personal data is requested: a copy of your driving licence, passport, birth certificate and a utility bill not older than three months or a national ID card. A minimum of one piece of photographic ID listed above and a supporting document is required. If M & S Water Services (Utilities) Limited is dissatisfied with the quality, further information may be sought before personal data can be released. All requests should be made to info@mandswater.co.uk, by phoning 01582 736317 or writing to us at the address further below.

Complaints
In the event that you wish to make a complaint about how your personal data is being processed by M & S Water Services (Utilities) Limited, you have the right to complain to M & S Water Services (Utilities) Limited's Directors.
The details are:

The Directors
M & S Water Services (Utilities) Limited
Unit 6
High Town Enterprise Centre
York Street
Luton
Bedfordshire
LU2 0HA

Telephone 01582736317 or email info@mandswater.co.uk

If you do not get a response within 30 days, you can complain to the Data Protection Regulator.

Information Commissioner's Office
Telephone 0303 123 1113

Signed: ..... Dated: 17.08.2026

Karen Harkin – Director
For and on behalf of
M & S Water Services (Utilities) Limited

Review date: 31/08/2027