

Arrangements and allocation of responsibilities between water companies and MOSL

Wessex Water Services Limited is licenced by Ofwat as water undertaker and provides wholesale water and waste-water services to water retailers in England. We are a controller when we process personal data of those persons to whom we supply services.

Our relationship with Market Operator Services Limited (“MOSL”)

The retail water market allows non-household water customers to change their water retailer to encourage competition in this sector. To enable this, MOSL, which is a private company working on behalf all water wholesalers and retailers, exists to deliver the competitive retail market for non-household water customers in England.

MOSL’s role is to provide systems and the means to allow customers to switch retailer and for financial settlement to take place between wholesalers and retailers. To do this, MOSL operates an IT system for the whole market. This system manages the electronic transactions involved in switching customers and stores water consumption and settlement data in relation to every eligible supply point in England and Wales.

The system contains personal data. Some non-household customers that are not corporate entities will have the status of ‘individuals’ in terms of data protection law and personal data about them will be held by the water companies and MOSL. The personal data held in MOSL’s IT system is supplied by Wessex Water Services Limited, retailers and other wholesalers). It is our responsibility to make sure that any information we provide to MOSL is accurate and to update it when it changes.

The operation of the retail water market is governed by Market Codes setting out rules, obligations and processes for sharing information between water companies and MOSL so the retail water market can function. Water companies (wholesalers and retailers) and MOSL are required to comply with their obligations in the Market Codes.

The Market Codes provide that, as controllers, water companies (wholesalers and retailers) and MOSL must:

- comply with their obligations under data protection laws;
- comply with their obligations relating to personal data contained in the Market Codes; and
- comply with any mandatory guidance notes published by the Information Commissioner's Office and mandatory Codes of Conduct issued under Article 40 of the UK General Data Protection Regulation (UK GDPR).

To meet these obligations we are required to:

- nominate contact points for any data protection issues that may arise;
- implement privacy by design principles and undertake data protection impact assessments;
- maintain records of processing;
- publish privacy notices;
- follow a policy for handling data subject rights requests;
- implement appropriate and proportionate data security standards; and
- notify data breaches.

These data protection provisions are set out in Section 15 and Schedule 13 of the Market Arrangements Code (MAC) which is available on the [MOSL website](#).

Our relationship with water retailers

Water retailers are the businesses which sell water services to non-household customers.

There are a number of businesses in England and Wales which retail water services provided by licensed water undertakers or wholesalers.

Information which may contain personal data is shared between retailers and wholesalers as controllers so we can, among other purposes: respond to requests from a retailer's customers; resolve issues; deal with network enquiries; manage network operations; fulfil requests for information; and investigate issues relating to water usage (this list is not exhaustive).

The same obligations contained within the Market Code apply to our dealings with retailers.

For more information on these arrangements, please contact dpo@wessexwater.co.uk