

SSE Enterprise Utilities – Water – Supplementary Information

Special categories of personal data

In addition to collecting your basic personal data (name, address, telephone number and email address), with your consent, we will use the information that we collect about your (or a member of your household's) requirements for your welfare (e.g. due to age, health, disability or financial circumstances), to:

- (a) ensure your welfare and the welfare of other householders e.g. ensuring we do not stop your supply and can respond appropriately during a major incident or emergency situation;
- (b) provide products and/or services to you in the most appropriate way e.g. if you require large print or braille communications; and
- (c) manage staff and third party contractors.

With your consent, we may also share this information with the following individuals or organisations:

- (a) social services, charities, health-care and other support organisations;
- (b) other energy suppliers if we believe you are considering changing supplier as part of the Energy Retail Association 'safety net procedures';
- (c) relevant gas transporters, metering agents or network operators; and/or
- (d) other relevant organisations, such as emergency responders or local authorities, which may be able to provide support.