



Customer Service Privacy Notice for Client water provision contract

Version: 1.7 June 2025

In connection with your requirement to set up a water provision contract with AquaGib at our customer services, AquaGib, as the data controller, will collect and process personal data about yourself, as our client. Please refer to our website www.aquagib.gi and read our organizational privacy statement. As our client, we ask you to please read this statement carefully to fully understand the process to allow us to set up a contract for water provision with you.

Categories of personal data and purposes

We collect and process the following types of personal data during the performance of your contract:

- Basic details, address, telephone numbers, proof of address, passport/ID copy, joint partnership details, bank account details, consumption trends, social financial factors, telephone voice recordings and CCTV images.

We process the personal data for the following purposes:

- Comply with contractual obligation as the water supplier, for the provision of water to client residence or address,
- to provide security assurance and protect your information,
- handling requests and complaints,
- monitoring of consumption trends to allow metering and billing,
- to take measures to constantly improve our service to you,
- investigating and handling queries,
- following legislative and regulative procedures,
- handling disputes,
- settling claims and,
- interaction with third parties

Sources

The personal data are collected directly from yourself as our client or indirectly from management companies or legal representatives selected by you.

The legal basis for the collection and processing of the personal data

The legal basis for collection and processing of your personal data is the following:

- 6-1(b) – Performance of a contract at the request of the data subject (client),
- 6-1(c) – Necessary for compliance with legal or regulatory obligations.

When we collect personal data directly from you for the purpose of drawing up your contract for water provision, you provide the personal data in order to be able to conclude this contract with us. You are obliged to provide this information to us, the consequences of not providing this data are that we may not be able to complete a contract for the provision of water, in full, or partially, dependent on the information withheld.

Disclosure of the personal data

Certain personal data will be disclosed to and shared with the following recipients:

- HMGoG departments,
- Estate management companies,
- Works contractors,
- Assurance/Banking Service Providers
- Contazara (cloud storage service)

- Jendev(billing software support)
- SignRequest (digital signature forms)
- Zendesk (email ticketing system and CRM)

The legal basis for the disclosure of personal data to HMGoG departments is the following:

- 6-1(c) – Legal obligation and in compliance with regulations.

Data transferred includes:

- Basic ID, address, water meter#, consumption trend, contact details, incident details (where applicable).

Transfer of personal data to recipients in countries outside the EU/EEA

We transfer the personal data to the following recipients located in countries outside the EU/EEA:

- Jendev, a company incorporated in Jersey who support are current billing.
Registered office:

The Powerhouse
PO Box 45
Queens Road
St Helier
Jersey
JE4 8NY

We transfer the personal data located in Jersey, outside the EU/EEA when required to permit rectification of any software issues (billing platform). The EU Commission has made a full decision on the adequacy of the legislation and practices in this country.

Retention period

We store the personal data for as long as necessary to fulfil the purposes above, or when data is deemed no longer necessary for the purpose of which we based our processing on.

Your rights

Subject to the conditions set out in the applicable data protection legislation, you enjoy the following rights:

- The right to request access to the personal data,
- The right to rectification of the personal data,
- The right to erasure of the personal data,
- The right to restriction of processing and,

You also have the right to lodge a complaint with the competent supervisory authority, such as the Gibraltar Regulatory Authority (GRA).

Contact

Please contact us if you have any questions in regard to the protection of your personal data or if you wish to exercise your legal rights. Address any queries to main.office@aquagib.gi or telephone 200 40880

Address details:

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50 Town Range
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