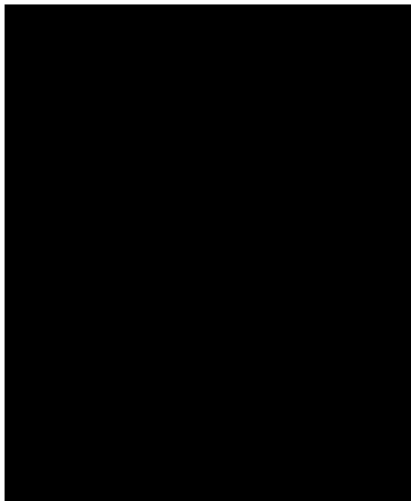

Centre City Tower, 7 Hill Street, Birmingham B5 4UA
21 Bloomsbury Street, London WC1B 3HF



08 March 2016

Dear 

Freedom of Information Act- Request For Information-
Acknowledgement

Reference: Fol 23022016



Further to your recent request for information concerning personal data and McCallum Layton I can confirm that we do hold some of the information you have requested.

What assurances can we provide that all the correct DP checks were made of McCallum Layton when Ofwat selected them?

In accordance with Government guidance on Public Sector procurement, tenders were invited under the Government Framework for Market Research. McCallum Layton did not tender for the contract directly on this occasion, as they were not registered to tender at that time. The contract was awarded to Navigator Research who were registered and advised they would be sub-contracting to McCallum Layton, if they were successful in winning the tender. Any potential contractor has to declare at tender stage if they will be sub-contracting. As McCallum Layton had been successful in providing services for Ofwat on previous occasions Ofwat was aware of their reputation and standards of service. Contracts awarded by Ofwat use our terms and conditions in relation to Data Protection and Freedom of Information/Environmental Information Regulations. During any procurement process involving personal data, Ofwat imposes stringent data protection checks with its potential contractors to minimise the chance of any potential data breach. All our contracts are publicly available through [Contract Finder](https://www.gov.uk/contracts-finder) at <https://www.gov.uk/contracts-finder>

Can we advise what McCallum Layton do with the data they are provided with – do they sell it on?

McCallum Layton do not sell any personal data collected for market research purposes and are kept in accordance with their records management retention schedule. I enclose a copy of McCallum Layton's Information Management and IT Security Policy (IM & ITSP) for your information.

What do McCallum Layton do with the data once the results are provided e.g. is it securely destroyed?

McCallum Layton are responsible for the personal data collected for research purposes. Anonymised and statistical data is supplied to Ofwat. McCallum Layton are a data controller in their own right and any personal data was collected directly by them and not shared to Ofwat.

McCallum Layton outsources its disposal of personal data and details of this can also be found in their IM & ITSP (section 11).

Is there a processor agreement in place?

There is no data processor agreement in place between Ofwat and McCallum Layton as our contract was awarded to Navigator Research.

Please be advised that a copy of this reply has also been sent to Northumbrian Water for their information.

If you have any queries or concerns with regard to the content of this email please do contact me, quoting the reference number.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, please contact:

Programme Office

Ofwat

Centre City Tower

7 Hill Street

Birmingham B5 4UA

mailbox@ofwat.gsi.gov.uk

If you are not happy with the outcome of that review you can ask the Information Commissioner's Office to consider your complaint. Generally, the ICO will not make a decision unless you have exhausted Ofwat's complaints procedure. The ICO can be contacted at:

<https://ico.org.uk/>

or

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Yours sincerely,

Christine Manise
Senior Associate, Freedom of Information
Operations
Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA