

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

By email

17 March 2016

Freedom of Information Act –Request For Information

Reference: Fol 30022016

Dear 

Thank you for your email in which you request information concerning breaches of the Data Protection Act.

I can confirm that we do hold some of the information you have requested and I have responded to your questions as they were originally listed:

1a. 173 staff (as at 29/2/2016)

1b. Your question refers to access by contractors in relation to routine information, however I can advise that any contractors required to have access to personal data held by Ofwat are subject to in-depth checks during procurement stages. Ofwat ensures that all data protection requirements by its contractors are in place and that they comply with the provisions of the Data Protection Act 1998. Contractors used outside of the formal procurement process also are subject to checks and access is limited on a need to know basis and are subject to stringent security measures.

2.a/b Yes – see attached for our IS policy which is currently under review

3a. 0

3b. 0

Freedom of Information/EIR Provide the Information

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4a. Yes 1

4b FY 14-15

5a Yes 16

5b. FY11-12 12 FY 12-13 4

6.a/b – not recorded

General enquiry re academic research:

Ofwat would be willing to undertake in your research. Please contact:

Graham Quint.

Principal, Operations (Technology and Infrastructure)

Tel: 0121 644 7549

Email [Graham.Quint@ofwat.gsi.gov.uk](mailto:Graham.Quint@ofwat.gsi.gov.uk)

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](mailto:mailbox@ofwat.gsi.gov.uk)

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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