

WATER UTILITIES CORPORATION (WUC)

Customer Privacy Notice

This Privacy Notice explains how Water Utilities Corporation ("WUC", "we", "our", or "the Corporation") collects, uses, stores, and protects your personal data in the course of providing water and sanitation services. It is issued in accordance with the Botswana Data Protection Act 18 of 2024

1. Background and Purpose of this Notice

Protecting our customers' personal data is fundamental to Water Utilities Corporation. To do so, the Corporation follows principles that are in accordance with applicable privacy laws, in particular the Data Protection Act 18 of 2024.

WUC collects personal data about its customers — including what customers tell us about themselves, what we learn through the provision of water and sanitation services, account management, billing and meter reading activities, as well as the choices customers make about communications they elect to receive.

2. What is Personal Data?

Personal data refers to any information that identifies an individual customer or specifically relates to a customer. This includes, but is not limited to, your full name, identity number, contact details, physical and postal address.

3. Processing of Customers' Personal Data

WUC may process customers' personal data for lawful and legitimate purposes related to the delivery of water and sanitation services. This includes, but is not limited to, the following circumstances:

Category	Data Examples
Identification & Contact	Full Name, National ID/Passport Number, date of birth, physical address, phone number, and email.
Account & Service	Customer account number, plot/property details, meter number, and service type
Usage Data	Monthly water consumption volumes, meter reading dates, and usage anomalies.
Billing & Payment	Billing statements, outstanding balances, and payment method details.
Communications	Records of inquiries, complaints, service requests, survey responses, call recordings, and Broadcast Emails & SMSes
Online Usage	Login credentials, usage logs, transaction history, device information, and IP address for our digital platforms.

4. When Will We Use Customers' Personal Data to Make Automated Decisions?

An automated decision is made when a customer's personal data is analysed without human intervention in that decision-making process.

WUC may use a customer's personal data to make automated decisions. Examples include automated assessment of account status for service connection or disconnection based on payment history, or automated meter reading analysis to detect abnormal usage or suspected leaks.

Customers have the right to query any such decisions made, and WUC will provide reasons for the decisions as far as reasonably possible.

5. Customers' Rights Regarding Their Personal Data

Customers must provide WUC with proof of identity when enforcing the rights below. Subject to the necessary legitimate reasons, you have the right to:

- a) access your personal data,
- b) request rectification/ correction,
- c) request the deletion of your personal data under certain conditions and applicable laws,
- d) restrict the processing of your personal data,
- e) object to the processing of your personal data,
- f) withdraw your consent to processing.
- g) request information about how we process your data
- h) lodge a complaint with the Information and Data Protection Commission (IDPC)

6. How WUC Secures Customers' Personal Data

We will take appropriate and reasonable technical and organisational steps to protect customers' personal data in line with industry best practices. The Corporations' security measures, including physical, technological, and procedural safeguards, that are appropriate and reasonable.

7. How Does WUC Share Customers' Personal Data?

Your personal data may be processed, stored, shared, transferred, or disclosed by WUC to third parties for the purposes outlined in this Privacy Notice. This is necessary to operate effectively, deliver water and sanitation services, facilitate billing and payments, and comply with legal and regulatory obligations.

Where applicable, the Corporation may share your personal data with:

- a) Regulatory bodies and government authorities as required by law
- b) Third-party service providers who assist WUC in operating, maintaining, and improving water and sanitation infrastructure and services
- c) Meter reading, billing agents and collections agents who act on behalf of the Corporation
- d) Legal and professional advisors and representatives
- e) Debt collection agencies, where necessary for the recovery of outstanding accounts
- f) Fraud prevention agencies and law enforcement bodies, where legally required.

We will take all reasonable steps to ensure that any third party receiving your personal data is bound by appropriate data protection obligations consistent with the Data Protection Act 18 of 2024.

8. How Long Does WUC Keep Customers' Personal Data?

The Corporation will keep customers' personal data for as long as is necessary to fulfil the purpose for which it was collected, including to meet any applicable legal, regulatory, or legitimate business requirements (for example, retention of financial records for audit purposes).

Where personal data is no longer required for such purposes, it shall be securely deleted or irreversibly anonymised in accordance with established data retention and disposal procedures.

TAKE NOTE: WUC may retain customers' personal data even after the customer no longer has an active service agreement, or if the customer requests deletion, where the law or a legitimate business purpose permits or requires retention.

9. How to Exercise Your Rights or Contact WUC

If you wish to exercise your data privacy rights, or if you have any questions regarding this Privacy Notice or the handling of your personal data, you may contact us through any of the following channels:

Data Protection Officer

Water Utilities Corporation (WUC)
Plot 54363, Fairgrounds Financial Centre, Private Bag 00276, Gaborone
Email: dpo@wuc.bw

Customer Contact Centre

Tel: +267 399 25 00
Toll-Free: 0800 555 555
WhatsApp: +267 73042819
X (Twitter): @_wuc
Website: www.wuc.bw
Email: contactcentre@wuc.bw
Facebook Messenger: Water Utilities Corporation

Nearest WUC Branch

Visit any of our branches for in-person assistance.