



*Enriching Life*

## **PRIVACY POLICY**

**Nakuru Water and Sanitation Services Co. Limited ('NAWASSCO')** understands that your privacy is important to you and that we care about how your personal data is used. We respect and value the privacy of all our customers and stakeholders. Thus, we will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under the Data Protection legislation (as defined hereinbelow).

This is NAWASSCO's Privacy Notice ("Privacy Notice") which may be accessed from the webpage [www.nakuruwater.co.ke](http://www.nakuruwater.co.ke) where you submit personal data to access the service or may be obtained as a hard copy when you submit personal data at any of our offices.

We are referred to in this Privacy Notice as "NAWASSCO", "We", "Our" or "Us". An individual who is the subject of the personal data is referred to as "Customer", "Stakeholder", "User" or "You". This Privacy Notice only covers customers and stakeholders.

### **1. INFORMATION ABOUT US**

NAWASSCO is a limited liability company registered in the Republic of Kenya. It is also licensed as a water service provider under the provisions of the Water Act, 2016.

Our registered address is      Nawassco Plaza, Government Road,  
P.O. Box 16314 – 20100, Nakuru, Kenya,  
Tel: 051 – 2212269  
Toll-Free Line 0800-720036  
**Email:** [infor@nakuruwater.co.ke](mailto:infor@nakuruwater.co.ke)  
[custcare@nakuruwater.co.ke](mailto:custcare@nakuruwater.co.ke)  
**Website:** [www.nakuruwater.co.ke](http://www.nakuruwater.co.ke)  
**Facebook:** Nakuru Water and Sanitation Services Co.  
Limited  
**X:** @Nakuru Water

### **2. WHAT DOES THIS PRIVACY NOTICE COVER?**

2.1 This Privacy Notice explains how we use your personal data: how it is collected, how it is held and how it is processed. It also explains your rights under the law relating to your personal data.

2.2 We will process any personal data we collect from you in accordance with this Privacy Notice. Kindly read this Privacy Notice carefully so that you can understand how we handle your personal data.

### **3. WHAT IS PERSONAL DATA?**

3.1 Personal data refers to any information about you that enables you to be identified as an individual such as your name, contact details, and identification

numbers but it also covers less obvious information such as electronic location data, and other online identifiers.

3.2 Processing of personal data is governed by the Data Protection Act, 2019 (‘the Act’), the Data Protection General Regulations 2021, the Data Protection (Registration of Data Controllers and Data Processors) 2021, and the Data Protection (Complaints Handling and Enforcement Procedures) Regulations 2021 as may be amended from time to time, and any other regulations made thereunder (collectively, “the Data Protection Legislation”).

#### 4. HOW DO WE COLLECT YOUR PERSONAL DATA?

<b>How We Collect Your Personal Data</b>	<b>Data Collected</b>
Consumer Agreement Form	<p>Regarding the Landlord - <i>name, mobile number, email address, copy of identification card, copy of KRA pin certificate, copy of the certificate of title/lease, section, block/plot number, house/door number, residential address, postal address, and passport size photographs.</i></p> <p>Regarding the Tenant - <i>name, mobile number, email address, copy of identification card, copy of KRA pin certificate, section, block/plot number, house/door number, residential address, postal address and passport size photographs.</i></p>
Sewer Application Form	<p>Regarding the applicant - <i>name, identification card number, KRA pin number, postal address, and plot number.</i></p> <p>Regarding the contractor – <i>name, postal address, drain layers registration number and current licence number.</i></p>
CCTV Cameras at various company offices/premises	<i>CCTV images and footage.</i>

#### 5. HOW DO WE USE PERSONAL DATA?

5.1 We process your personal data for one of the lawful bases of processing (“Lawful Basis”) depending on the specific purpose or purposes for which we are using your data. We use your personal data to:

5.1.1 Make our services available to you.

5.1.2 Onboard you as a customer or stakeholder.

- 5.1.3 To provide services available to you, process your bill and your payment.
- 5.1.4 Identity verification, establishing and administering customer care services.
- 5.1.5 Keeping you informed about our services and any promotions we may be running at the store, including commercial activities and direct marketing. (You can withdraw your consent at any time.)
- 5.1.6 Understand how you use our Website.
- 5.1.7 Help provide safe and secure environments for you to be served, our employees to work in and for our businesses to be conducted.

5.2 'Vital Interests' can be used as a lawful basis where we need to share your personal data in emergency circumstances or where it is a matter of life and death.

5.3 We will not use your personal data for any other purpose other than the purpose(s) for which it was originally collected unless we reasonably believe that another purpose is compatible with that or those original purpose(s). If we do use your personal data in this way and you wish us to explain how the new purpose is compatible with the original, please contact us.

5.4 If we need to use your personal data for a purpose that is unrelated to, or incompatible with, the purpose(s) for which it was originally collected, we will inform you and explain the legal basis which allows us to do so or seek your consent.

## 6. **WHAT ARE YOUR RIGHTS UNDER THE DATA PROTECTION LEGISLATION?**

6.1 Under the Data Protection Legislation, you have the following rights, which we will always work to respect and uphold:

- a. The right to be informed about our collection and use of your personal data. This Privacy Notice should tell you everything you need to know, but you can always contact us to find out more or to ask any questions
- b. The right to access the personal data we hold about you.
- c. The right to have your personal data corrected if any of your personal data held by us is false, erroneous or misleading.
- d. The right to ask us to delete or otherwise dispose of any of your personal data that we hold.
- e. The right to restrict (i.e. prevent) the processing of your personal data.
- f. The right to object to the use of your personal data for a particular purpose or purposes.

- g. The right to withdraw consent. This means that, if we are relying on your consent as the lawful basis for using your personal data, you are free to withdraw that consent at any time.
- h. The right to data portability. You have a right to request your personal data, which you have provided to us in a structured and commonly used format for your own use across different services.
- i. Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

6.2 For more information about our use of your personal data or exercising your rights as outlined above, please contact us by email as set out in Part 13. Note that the above rights are subject to exceptions and conditions set out under the Data Protection Legislation, and your positive identification as an individual for whom we process personal data.

6.3 It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed as long as we have that data.

6.4 If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Office of the Data Protection Commissioner. We would welcome the opportunity to resolve your concerns ourselves, however, so please contact us first.

## **7. WHAT SENSITIVE PERSONAL DATA DO WE COLLECT AND HOW?**

We collect property details from you. Property details are regarded as ‘sensitive’ personal data. We will only collect this sensitive personal data if we have your explicit consent, and or if authorised under the Data Protection Legislation.

## **8. CLOSED CIRCUIT TELEVISION (C.C.T.V.)**

8.1 We use the C.C.T.V. system to capture an overview of our offices and for the purposes of security of our customers, stakeholders, employees, visitors and property.

8.2 These reasons form the basis for processing the data collected by our system and they are legitimate interests protected under Section 30 (1) (b) (vii) of The Data Protection Act, 2019.

8.3 The C.C.T.V. data is retained for 30 days, except where an incident has been reported in which case it will be stored for a reasonable period for purposes of evaluating and concluding any incident and then deleted.

8.4 We may share C.C.T.V. data in limited circumstances as follows:

- a. for detection, prevention or resolution of crime at our offices/premises.

- b. where required to share under any statute or pursuant to a court order; and
- c. with authorised third parties.

## 9. DO WE SHARE YOUR PERSONAL DATA?

### Within

9.1 For administrative and operational purposes, we share data internally across our departments. The sharing across our departments is reasonable, is in line with Data Protection Legislation, and respects your rights.

9.2 We hold your personal data in our offices to provide and fulfil our obligations to you and we have the most up-to-date contact details of you.

### Outside

9.3 We do not share your personal data with third parties except the government and its agencies. Where possible, we make this anonymous and only share statistics.

9.4 An example of such an agency is the Water Services Regulatory Board whose principal object is to protect the interests and rights of consumers in the provision of water services.

9.5 We are responsible for your personal data and ensure that appropriate safeguards are in place.

9.6 Where your consent is needed to transfer the data, we will make this clear to you in simple and clear language so you may make an informed decision.

9.7 We will never share your information if it's not legal to do so, and will always consider your rights, and whether there is another way of achieving our aim, before doing so.

## 10. WE KEEP YOUR PERSONAL DATA SAFE. WE SHARE YOUR PERSONAL DATA?

We use a high level of protection, both organisational and technical measures, to ensure we process your data safely. Some of the measures are:

- a. Servers that meet the highest standards for security using firewalls, secure content delivery, network mechanisms and secure architecture.
- b. Access to data via secure log-in, which is restricted by our IT team.
- c. Buildings and areas that have access only by staff, and secure files stored in areas that are further restricted by metal cabinets.
- d. Systems are only available through strictly controlled security processes. We ensure that only the right people have access to systems.

- e. Encryption of passwords using industry-accepted hashing algorithms such as (SHA 256, PBKDF2)

#### **11. HOW LONG DO WE KEEP YOUR PERSONAL DATA?**

We are required under the Data Protection Legislation to keep your personal data only for a specific period as lawfully required. Some of the considerations we consider when deciding on the retention of your data are:

- a. Where it is stipulated under the law; and
- b. The necessary time your data is needed for us to deliver the service to you.

On completion of the purpose for which your data was originally collected, we delete or de-identify your personal data.

#### **12. HOW WE USE COOKIES**

We do not collect any cookies.

#### **13. HOW TO CONTACT US**

If you wish to contact us in respect of part of this Privacy Notice or have any questions or would like further information regarding our handling of your personal data, please contact:

Managing Director,  
Nawassco Plaza, Government Road,  
P.O. Box 16314 – 20100, Nakuru, Kenya,  
Email: [infor@nakuruwater.co.ke](mailto:infor@nakuruwater.co.ke)

#### **14. AMENDMENTS TO THIS PRIVACY NOTICE**

We may change, modify or adopt a new Privacy Notice from time to time. If we do so, we will post it on our website and at our offices/premises. It's your responsibility to check the Privacy Notice every time you submit your personal data to us. This version was last updated on 1<sup>st</sup> November 2023.

#### **15. CHANGES TO YOUR PERSONAL DATA**

Kindly keep us informed of any changes to your personal data by emailing us with full details of the changes at [infor@nakuruwater.co.ke](mailto:infor@nakuruwater.co.ke).



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Government Rd, Nawassco Plaza



P.O. Box 16314-20100 Nakuru.



Tel: 051- 2212269



Toll Free Line 0800-720036



[infor@nakuruwater.co.ke](mailto:infor@nakuruwater.co.ke)  
[custcare@nakuruwater.co.ke](mailto:custcare@nakuruwater.co.ke)



[www.nakuruwater.co.ke](http://www.nakuruwater.co.ke)