

## **Frequently asked questions about credit reference agencies and data sharing**

### **What is a Credit Reference Agency?**

Credit reference agencies collate data on individuals or companies, about their borrowing and repayment history, which allows lenders and other organisations, such as utility companies, to make decisions about whether to lend money or what is the best method for a customer to pay based on reliable and consistent information. We share data with Credit Safe. They are also Fraud Prevention Agencies.

### **What is a Fraud Prevention Agency?**

Fraud Prevention Agencies collect maintain and share information on known and suspected fraudulent activity.

### **Why are we sharing data with Credit Reference Agencies?**

We will share your personal information with Credit Reference Agencies and Fraud Prevention Agencies to better understand our customers and help:

- Assist in the management of your account
- Better tailor the services and products we provide to you
- Identify early sign of financial hardship so that we may extend appropriate support
- Assist in the prevention of over indebtedness
- Verify your identity for the purposes of fraud prevention.

### **How will data sharing affect me?**

Where payments are made on time the sharing of information about the regular payment of water bills will contribute positively towards building a credit history, particularly for customers who are not financially active in other credit services. This may extend the options available to those customers for accessing mainstream credit and financial services and products.

Where payments are made outside of our payment terms this may have a negative impact on your credit score and could cause you to be refused credit.

If you are having problems paying your bill, we may be able to help, please call us on 03300 535603.

## **Can anyone access or view my personal data?**

Your financial information will only be available to members of the sharing scheme administered by the Credit Reference Agencies. The information-sharing scheme is carefully regulated, by the law, and by strict rules drawn up by the organisations who share information.

## **How does this comply with the Data Protection Act?**

At all times, both Credit Safe and we comply with the Data Protection Act 1998. The sharing of your information with Credit Safe does not require your consent. It is done for the purposes of legitimate interests pursued by us. The legitimate interest in data sharing is to promote responsible lending, prevention of bad / unpaid debt, prevention of fraud and money laundering, etc.

Your rights, freedoms and legitimate interests are not prejudiced; because in the case of positive account data it is of benefit to you to have a good credit record to assist you in obtaining future credit should you wish to do so. In the case of negative history, it cannot be called "unwarranted" to process data for the purposes of us recovering debt owed to us by you.

## **How do I get my credit report?**

To obtain a copy of your credit report visit [www.creditsafeuk.com](http://www.creditsafeuk.com) they may charge you a small statutory fee.

Credit Safe  
Bryn House, Caerphilly Business Park, Van Road, Caerphilly, CF83 3GG.  
02920 886500

## **What should I do if I find a mistake on my credit report?**

If you believe there is an error on your credit report you can contact us on 03450 704158 or send an email to [contactus@anglianwaterbusiness.co.uk](mailto:contactus@anglianwaterbusiness.co.uk)

## **Further information**

For more detailed information on how we share data with Credit Safe and what else we do with your information please see our Privacy Policy.