



Kiambu Water and Sew. Co. Ltd

P. O Box 409 – 00900 Kiambu
Telephone: 0202133977 / 0716452238

Website: www.kiambuwater.com
Email: info@kiambuwater.com
Kiwasco.water@gmail.com

CUSTOMER PRIVACY NOTICE

Introduction: Kiambu Water and Sewerage Company ("We", "Us", "Our") values your privacy and is committed to protecting your personal data. This Privacy Notice explains how we collect, use, and share your personal information and informs you of your rights under the Data Protection Act, 2019.

1. Personal Data We Collect: We may collect and process the following personal data about you:

- Full Name
- Identification Number (ID/Passport)
- Physical and Mailing Address
- Phone Number and Email Address
- Land ownership details
- Payments Details (for billing purposes)
- Customer Service Interactions
- Water Meter Readings and Service Data

2. How We Use Your Data: We use your personal data for the following purposes:

- To provide water and sewerage services, including billing and account management.
- To communicate with you about your account, service issues, and updates.
- To comply with our legal and regulatory obligations.
- To improve our services based on customer feedback and water usage data.
- To process complaints and customer service inquiries.

3. Lawful Basis for Processing: We process your personal data based on the following lawful bases:

- Performance of a contract (provision of water and sewerage services).
- Legal and regulatory obligations.
- Legitimate interests in improving our services and maintaining communication with customers.

4. Sharing Your Data: We may share your personal data with:

- Service providers (such as billing agents or contractors) who help us deliver our services.
- Government agencies or regulators as required by law.
- Third parties only where necessary for the provision of services, with appropriate safeguards in place.

5. Your Data Protection Rights: You have the following rights regarding your personal data:

- **Right to Access:** You can request a copy of the personal data we hold about you.
- **Right to Rectification:** You can request that we correct any inaccurate or incomplete personal data.

Prof. Benard Njoroge (Chairman), Ms. Grace Njuguna, Mr. Shadrack Waweru
Eng. Jennifer Musyoki, Mr. Charles Gikonyo, Mr. Zachary Gitau.

"Maji safi ni uhai"

- **Right to Erasure:** You can request that we delete your personal data, subject to legal and contractual obligations.
- **Right to Restrict Processing:** You can request a restriction on the processing of your personal data.
- **Right to Object:** You can object to the processing of your personal data, particularly in cases of direct marketing.
- **Right to Data Portability:** You can request the transfer of your data to another service provider.
- **Right to Withdraw Consent:** If we rely on your consent for processing, you can withdraw it at any time.

6. Data Retention: We will retain your personal data for as long as necessary to fulfill the purposes for which it was collected, including any legal or reporting requirements.

7. Security of Your Data: We take appropriate technical and organizational measures to protect your personal data from unauthorized access, loss, or damage.

8. Changes to This Notice: We may update this Privacy Notice from time to time. Any changes will be communicated to you via our website or other communication channels.

9. Contact Information: If you have any questions or concerns about how we handle your personal data, or if you wish to exercise any of your rights, please contact us at:

Managing Director

Kiambu Water and Sewerage Company

P.O Box 409, 00900, Kiambu

info@kiambuwater.com

+25420 2133977

You may also lodge a complaint with the Office of the Data Protection Commissioner at compliance@odpc.go.ke