

By email only to www.whatdotheyknow.com

17 January 2019

Dear P Gradwell

Request for environmental information

Thank you for your request for information which we received on 16 January.

You have asked us:

1. Please provide information (including documents in which said information is recorded) outlining the legal and or any other relationship between Northumbria Water Limited ("NWL") and 'Property Solutions' ("PS"). For the avoidance of doubt, any reference to 'documents' in this request and the further requests for information below is a reference to documents such as emails, minutes of meetings or discussions other internal exchanges and other similar items.
2. Please provide copies of any licence agreements or any documents relating to the commercial or other relationship or arrangements that may be in place between NWL and PS and which relate to personal searches and or the provision of CON29DW and other information commonly required by the purchaser of a residential or commercial property.
3. If any licence agreement or other documents provided in response to request 2 above do not provide information on the charges levied or profits shared (if any) as between PS and NWL, please provide information (including documents in which said information is recorded) setting out the details of said charges levied or payments made and or profits shared for the last 3 years and confirm whether any charges levied are subject to VAT.
4. Please confirm whether the environmental information that is called to the screen at the point when a Personal Search Company conducts a personal search via the kiosk

computer is different to the environmental information that is made available by NWL to its customers and or to PS on your internal computer systems (which systems are not accessible by third parties conducting personal searches).

For example, please would you provide information (including documents in which said information is recorded) which shows:

- i. Whether or not the information provided via the kiosk computer for a search is derived from older information or data compared with the information available on your internal systems, and;
 - ii. Whether any information available on the kiosk computer is subject to any process of deletion, redaction or amendment by comparison to the information that would be called up on your internal computer systems for the same search and if so what, and;
 - iii. Whether the information called up at the point of search for the same search conducted on a kiosk and an internal computer is from the same source or data set, or;
 - iv. Whether any mapping that is provided for the Kiosk computer is different (e.g. a different scale, zoomed in, different key information displayed etc) to that on the internal computer system, or;
 - v. Whether a different software is used on the kiosk computer compared to the internal computer system.
5. When conducting a personal search, third parties are required by notices in the kiosk to input certain information into the computer regarding the searches they are undertaking. Please provide information (including documents in which said information is recorded) that shows exactly how and for what NWL uses that information including details of whether or not NWL shares it with PS and any third party and in particular whether NWL or PS uses any of that information for their own direct or indirect marketing or any other commercial purposes.
6. We understand that third parties are required to book a half hour appointment at NWL's offices to access source information and data when conducting a personal search. Please let us have information (including documents in which said information is recorded) that shows what restrictions – if any – apply to PS when accessing information and data held and compiled by NWL.
7. Please confirm, (including relevant documents in which supporting information is recorded) whether there are any technical and/or other reasons why information that is held by NWL and/or PS in its underlying registers or databases for the purpose of

completing CON29DWs for both residential and commercial property cannot be provided in any form other than as a completed CON29DW? For example can the relevant information on the register or database be printed directly or cut and pasted into an email or Word/ Excel documents format or saved as an attachment, or similar?

We aim to answer your request as soon as possible and within 20 working days from the date on which we received it, so that is by 13 February. We will keep you fully informed if we are unable to meet this deadline for any reason.

In some cases, a fee may be payable but in that case we will let you know the likely charges before proceeding. More information about when we would charge for information can be found on our website at www.nwl.co.uk/your-home/environment/EIR.aspx.

We are dealing with your request under the Environmental Information Regulations 2004. You can find out more information about how we work under the Regulations on our website at www.nwl.co.uk/your-home/environment/EIR.aspx.

If you have any queries, please contact us either at eir@nwl.co.uk or by post to the Information Access Team at the above address and we will be happy to help.

Yours sincerely

Information Access Team