

CASE STUDY



Pritchetts

PREPARING AGREEMENTS WITH APPROPRIATE DATA-PROCESSING AND DATA-SHARING TERMS

Challenge

Our client is a UK water company that provides mains water and sewerage services to about 2.7 million customers in the north-east of England. Like all businesses, its supply relationships are integral to the running of the organisation and the services that it provides.

Our client has a first-rate in-house legal team who benefit from an extra pair of hands occasionally, when considering their supplier agreements and compliance issues.

The GDPR assigned new obligations to controllers, processors and joint controllers in the supply chain, which added further complexity. Establishing the correct contractual relationships is integral to ensuring that the chain of liability is fair in the event of anything going wrong. There also continue to be challenges around ensuring that compliant international data transfer solutions are in place throughout the supply chain where relevant.

Controllers of significant amounts of customers' personal data must focus on implementing compliant procurement processes to manage their obligations under the GDPR. Specifically, they must appoint processors that offer adequate guarantees as to the proper handling of their customers' personal data, particularly in an industry that is so heavily regulated in terms of consumer protection.

Solution

Over several years, we have assisted our client with preparing their standard supply chain agreements to ensure that appropriate data-sharing and data-processing arrangements, and international data transfer mechanisms, are in place.

Impact

Stories about the impact of poor handling of personal data appear regularly in the press, with significant ramifications for the reputations of household-name businesses – not to mention the potential cost of fines and compensation. Balancing the management of this risk with a smooth procurement process is a business-critical element, particularly in a changing marketplace that brings new growth opportunities for organisations like this.

The templates that we have created enable our client to protect themselves and prevent unnecessary negotiations from stalling the procurement process.

UK mains water company

Legal directory extract

"Pritchetts Law LLP has always been incredibly reactive, professional and very helpful. Interactions have consistently been extremely well handled, professional, measured and on point. The service provided has always helped us solve issues we were having and they thoroughly answer any question we bring to them. When dealing with Pritchetts Law LLP we get a very personalised service with great professionalism."

Quoted in The Legal 500 UK 2021

You can find out more by [emailing us](#), or calling us on 0117 307 0266