WATER YOU LOOKING AT

PRIVACY · YOUR INFORMATION IN WYLA

Privacy Notice

For everyone whose details are in WYLA (Water YOU Looking At) - console users, alarm contacts, certified operators and anyone named in a WYLA record

Last updated 25 November 2026 · Version 13

Water YOU Looking At

wateryoulookingat.com/privacy.html

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IN SHORT

- WYLA (Water YOU Looking At) is a remote monitoring and alarm service for drinking-water treatment plants. The water supplier you work for or with (our customer) uses it.
- Most of what WYLA holds about you was entered by that water supplier, not by you. This notice tells you what it is, why it is kept, where, who sees it, for how long, and how to see or correct it.
- It is stored in Microsoft Azure in Canada. Sign-in is handled by Auth0 (Okta) in the United States. If text messages and voice calls are switched on for your site, they go through Twilio, outside Canada. If WYLA switches on its support assistant, the words of a help request are also read by an AI service (Anthropic, in the United States) to draft WYLA's reply; a person at WYLA checks every reply before it is sent.
- If a sign-in or sign-up to WYLA fails, WYLA keeps a copy of the sign-in service's record of it for 90 days, so the problem can be found and fixed.
- WYLA's support, including an automated support service, can connect to a site's gateway over WYLA's private network to check it when something needs fixing or a help request comes in. Every connection is recorded with its reason and times, the water supplier can see it in the console, and WYLA's support team is told each time.
- Many WYLA records are regulatory records that nobody can edit or delete. If something is wrong, a correction is added next to the original instead (section 8 explains why).
- If you sign in at a site that uses WYLA, the site's organisation keeps a record of your visit: your name, company, answers, signature and the times you signed in and out.
- Demo: if you sign up to look at the demo, WYLA keeps your email address, when you visited, how you signed in and which view you chose, so WYLA (and its authorised resellers) can follow up with you about WYLA. Anything you type in the demo is shared with other demo visitors and deleted every night; nothing you enter in the demo is sent anywhere.
- If you ask a site's service company for parts or a visit from the console, WYLA emails them your request with your name, email and phone number so they can answer you.
- If WYLA has recorded a distributor (the company that supplies and supports your water supplier's WYLA units) with a support email, your water supplier's support requests - including your name, your email address and what you write - are also emailed to that distributor, so it can help. WYLA's own notes are never sent to it.
- Questions and requests: John Farrugia, privacy officer, privacy@wateryoulookingat.com.

1 WHO IS RESPONSIBLE FOR YOUR INFORMATION

- **The water supplier** is in charge of most of the information in WYLA: its staff, its alarm contacts, its operators' certificates and its plant records. WYLA holds and processes that information on the supplier's behalf, to run the service.
- **WYLA** (Water YOU Looking At) is responsible for its own use of sign-in information (keeping the service secure and counting active users on a customer's account), for the accounts of WYLA's own staff, and for anything you send us directly.
- **Contact:** Water YOU Looking At (WYLA), 8380 Olde Drive, Mount Brydges, Ontario N0L 1W0, Canada. Privacy officer: John Farrugia, privacy@wateryoulookingat.com.
- **How you hear about this notice:** if a water supplier adds you as an alarm contact, or records your operator certificate, and you do not sign in to WYLA, WYLA emails you a short notice with a link to this page. People added before WYLA started sending these emails get one when the supplier's owner sends it from the console; nothing is sent to them automatically. Console users can open this notice from the Privacy link in the console.

2 WHAT WYLA HOLDS ABOUT YOU

If you are...	WYLA holds	Usually comes from
A console user	Your name, work email, role and the sites you can see. Each sign-in: the time, your IP address and browser, and whether you used a passkey or a password (the method's name, never the passkey or password itself). If you sign in with a Microsoft or Google account: which of the two it is, that provider's own id for your account, and when you confirmed it with the one-time code (the code itself is not kept). The actions you take in the console (the audit log). A check you record at a plant while signed in (for example from a plant-room QR code) keeps your name and email with the entry. If you use "Ask for parts or service", the request you send: what is needed, the equipment, how soon, the part or job and note you typed, the phone number you typed (if any), who it was sent to and in copy, and whether the email went. If the person who added you pressed "Send it from WYLA": that WYLA emailed you your sign-in message, when, who asked for it and whether it went (your email address is the one already on your login; nothing new is collected). If a sign-in or sign-up to WYLA fails (for example a wrong password, an email address not yet confirmed, or a sign-in locked after too many attempts): a copy of the sign-in service's record of it - the email address used, when, what went wrong in plain words and the IP address it came from (never the password). WYLA's server also asks the sign-in service whether your sign-in has been created, confirmed or locked, to show your account owner; that answer is not stored. If your account owner or a WYLA administrator asks for it, WYLA emails you a new link to confirm your email address, or the sign-in service emails you a link to reset your password; WYLA records that it was sent, when and by whom.	The water supplier adds you; Auth0 when you sign in
A console user who ticks "Email me when WYLA adds new features"	That you chose to get the emails, and each time you ticked or unticked the box or used an unsubscribe link: when, how (the box on your profile, the link in an email, or your email program's unsubscribe button), the words the box showed you, and the IP address and browser the change came from. For each "What's new" email: that it was sent to your login's email address, when, and whether the email service accepted it.	You, on your My alarms page

If you are...	WYLA holds	Usually comes from
Someone who signs up to look at the demo	Your email address (the one you signed up with, or your Microsoft or Google account's), each time you visited (the time, your IP address and browser), how you signed in (WYLA's own sign-in, Microsoft or Google - never your password), and which view you chose when you signed in ("See it as": Caretaker, Supervisor or Principal). What you do inside the demo is recorded as "Demo visitor", never with your address, and is deleted every night.	You, when you sign up and sign in; Auth0
Someone who tries to sign in or sign up to WYLA with an address that has no WYLA login	A copy of the sign-in service's record of the failed attempt: the email address typed, when, what went wrong in plain words and the IP address it came from (never the password).	Auth0, when the attempt is made
Someone who records a check at a plant without signing in	The name you type, what you record (a daily check, an inspection or a job done), when, and any photo you add (WYLA removes its location and camera details before keeping it). It is kept with the site's logbook entry, which cannot be changed afterwards.	You, on the page the plant-room QR code opens
Someone who signs in at a site (a contractor, visitor or caretaker)	Your name and company, your phone number if the site asks for it, why you came, your answers to the site's pre-start checklist (for example whether you have the right protective equipment and the training for the work, and any training you name, such as a Site Safe Passport), any photo you add (for example of a work permit - WYLA removes its location and camera details before keeping it), the names and companies of the people who signed in with you, each person's signature drawn on the screen, and when you signed in and out (the time your phone gave, the time WYLA received it, and whether it was recorded without signal). If you sign in with a WYLA login, your login is kept with it. If the site uses a paper sheet, the staff member who typed it in and a photo of the sheet. If you do not sign out, the people the site chose may be told by email or text that you are still signed in.	You, on the page the site's QR code opens; or the site's staff, from a paper sign-in sheet
An alarm contact (call-out recipient)	Your name, email, mobile number and any number for voice calls, which alarms you get and how (email, text, call), your place in the escalation list. Every message or call made to you about an alarm, how it went, and whether and how you acknowledged it.	The water supplier, or you on the My alarms page

If you are...	WYLA holds	Usually comes from
A certified operator	Your name, email, certificate number, class or level, issuing body, jurisdiction, issue and expiry dates, scope, evidence note, who verified it, and the expiry reminders sent about it.	The water supplier, or you
A person allowed to make changes, or in charge of a plant	Permission given or withdrawn for a site, by whom, and the certificate it relied on; any designation as operator-in-charge or overall responsible operator. Each change proposed and each change you confirmed you made at the panel, and your shift notes and end-of-shift sign-offs, with times, values and notes. Where a site has WYLA's Controls add-on (pump control), each version of the pump settings that the site's gateway runs, with the names of the person who set it and the person who approved it, and when.	The water supplier, and you
A person who signs a report or records a notice	On each signed monthly report: your name, email, role and how and when you confirmed it was you. In the notice log: who told which authority, when, how, and the reference given.	You
A contact at a regulator or health authority	Your name and contact details as the water supplier entered them in a site's regulatory profile, a notification case or the notice log.	The water supplier
Named in a gateway's own settings	Email addresses or phone numbers a site has set up in its gateway's own alarm settings appear in the configuration backups WYLA keeps (passwords and keys are removed before storing).	The site's gateway setup

If you are...	WYLA holds	Usually comes from
Someone who contacts us	What you send us. A request made from the Help page in the console also holds what you write and attach, and what WYLA adds so it can help: your name, email and role, your organisation's plan and features, the site you chose and its gateways, and your browser's name. Your organisation's account owner can see your requests and the replies, and we note when you open a request so we can show you new replies. If you answer a request by replying to its email, WYLA keeps your email with the request: your address and name, the subject, what you wrote and the names and sizes of any files. WYLA also keeps an email it does not add to the request (for example one from an address that may not reply on that request, or an automatic reply), so it can see what happened; nobody is emailed back about it. If your water supplier has a distributor recorded in WYLA, a reply that distributor emails back is kept with your request, with the distributor's name and email address.	You
A distributor's support contact	The distributor's name, postal or street address, the support contact's name, the support email and phone, as WYLA recorded them for the water supplier it supports; the replies they email to a support request, kept with that request.	WYLA, from the distributor; the distributor's own emails

WYLA does not hold payment card details, government ID or social insurance / social security numbers, or health information, and it never sees your password or passkey (Auth0 holds those). The plant readings themselves (chlorine, UV, flow, alarms) are about the plant, not about you.

Laboratory results. When you record or import laboratory results, WYLA keeps the results, the laboratory's sample IDs, where and when each sample was taken, who took it, the laboratory's name and accreditation number and, for an imported file, the original file exactly as you uploaded it. A laboratory file can name people, for example the person who took the sample or the laboratory's signatory; WYLA keeps those names only as part of the record. WYLA uses results to show what is due, to raise alarms (for example when E. coli is found or a result is over its maximum acceptable value), to prepare your reports and your Hinekorako upload file, and for an evidence export you ask for. WYLA does not send results or files to Taumata Arowai, the Ministry of Education, your laboratory or anyone else: you upload or send them yourself. Results and laboratory files are kept with the rest of the site's records (10 years, then deleted; section 6) and are never edited; a correction is kept as a new entry beside the original.

Hinekorako file. The file WYLA prepares contains the name and email address of the person who will upload it, as Taumata Arowai's template asks.

Site display screens. If a water supplier shows WYLA on a screen at a site (for example a TV in a plant room), WYLA records, for each screen, the time of its last update and the IP address it came from, so the account owner can see that the screen is working and where it is connected from. A screen shows the readings, alarms and other items the owner chose for it; WYLA adds no names, email addresses or phone numbers of its own to it. A Reminders tile shows the titles of what is due at the site (or at every site of the account), as the account wrote them, with the date: WYLA adds no names, but a title is shown as it was typed, so a title that names someone shows that name on the screen. Nothing else about a reminder (who it is assigned to, who did it, its notes) is shown. Each screen has its own web address, and anyone

who has that address can see that screen (read only), so treat it like a key: the owner can make a new address at any time, and the old one stops working at once. A pairing code shown on a screen expires after 10 minutes and does not hold the screen's key.

3 WHY WYLA KEEPS IT

- To send alarms to the right people, call the next person when nobody answers, and record that each alarm reached someone and who acknowledged it.
- To let you sign in securely and see only your own water supplier's sites - including, when the person who added you asks for it, emailing you how to sign in the first time.
- Failed sign-ins and sign-ups: to help you, your water supplier's account owner and WYLA support see why a sign-in is not working and put it right, and to notice repeated attempts to get into an account.
- To keep the records drinking-water rules ask suppliers to keep: who did what and when, operator certificates, changes made at the panel, signed monthly reports and notices to regulators. WYLA keeps these for the supplier; WYLA's own collection of your details is not required by a law.
- To run the service: support, including passing a support request to the water supplier's own distributor when one is recorded; security monitoring, fixing faults, and counting active users on the supplier's account.
- **Demo visitors:** to follow up with people who looked at the demo - to answer questions and to offer WYLA for their own sites. WYLA does not use it for anything else, does not sell it, and does not add you to a mailing list. If you ask us not to contact you, we will not.
- **"What's new" emails (only if you ask for them):** to email you about once per release when WYLA adds features, and to be able to show that you asked for them (the law in Canada and New Zealand asks the sender to prove consent). The box is off until you tick it; nobody else can tick it for you. WYLA does not use your choice for anything else, does not share it with your water supplier (your account owner cannot see it), and does not sell it. These emails have no tracking pixels and no tracked links: WYLA does not know whether you opened one or what you clicked.

WYLA does not sell your information or use it for advertising, and the console has no analytics or advertising trackers. The console keeps your sign-in session in your browser's storage.

Your water supplier decides what to enter. Without an email address or phone number WYLA cannot alarm you; without a current certificate record WYLA will not let you confirm changes at a site.

4 WHERE IT IS KEPT

What	Where
The WYLA database and its backups	Microsoft Azure, Canada Central region (Toronto)
Alarm and report emails	Sent through Azure Communication Services (data location Canada). An email then travels over the internet to your own mail provider.
Your sign-in account (email, name, password or passkey, sign-in history)	Auth0 by Okta, United States region
Text messages and voice calls - only if switched on for your site	Twilio, which processes your number and the message in the United States, Ireland or Australia; Twilio has no Canadian region. Not set up as of 12 October 2026.

What	Where
Support requests, when WYLA uses its support assistant - only if switched on	Anthropic (the Claude API), United States. To help WYLA staff write a reply, WYLA sends Anthropic the request's subject and the words written on it (never WYLA's own notes, never attached files), after removing the email addresses and phone numbers it finds; the role of the person who sent it (never their name or email - since 21 November 2026 the assistant writes a placeholder that WYLA's server replaces with the name after the draft comes back); and that water supplier's own site facts (the site, its gateways and whether they are online, the newest readings, the alarms of the last 7 days and, when WYLA checks the site's gateways for the request, the results of those checks - equipment and network facts, never passwords). Nothing about any other water supplier is sent. Anthropic deletes what it is sent within 30 days (longer only if its safety checks flag it, as its terms allow) and does not use it to train its AI models. The assistant only drafts: a person at WYLA reads every draft, and nothing is sent to you unless they send it. Switched on since 13 November 2026. For an automatic check of a support request, it also receives the requester's sign-in problems of the last 7 days: when, and what went wrong in plain words - never the email address or the IP address.
Emails you send to a support request's reply address - only if switched on	Received by Cloudflare Email Routing, which passes them to WYLA's server in Canada, where they are kept with the request. Switched on since 13 November 2026.
"Continue with Google" or "Continue with Microsoft" - only if you choose it at sign-in	Google or Microsoft confirms who you are to Auth0. The first time, WYLA emails a one-time code to the address of your WYLA login to check the account is yours
A site sign-in or sign-out made without signal	On the phone or tablet used, in its web browser, until it has signal and WYLA has received it; then it is removed from the phone. The site's checklist and instructions are also kept on that phone so the page works without signal. If you tick "Remember me on this phone", your name, company and phone number stay in that browser until you untick it or clear the browser.
Who signed in from a phone, for signing out	On a personal phone, the page keeps the names and companies of the people that phone signed in, so each can sign out with one tap: until they sign out, or for 7 days. Nothing is kept when the page is set to "This is a shared tablet".

These providers process information for us to provide their service. Information processed in another country can be accessed by that country's courts and authorities under its laws. In New Zealand, keeping information with a provider that holds it for us is not a disclosure (Privacy Act 2020 section 11).

Each provider above handles the information only to run its part of WYLA, under its own data protection terms (Microsoft: microsoft.com, Okta/Auth0: okta.com, Anthropic: anthropic.com, Cloudflare: cloudflare.com, Twilio: twilio.com). We check a provider's terms before it handles your information, and tell you in advance when one is added (section 11).

5 WHO CAN SEE IT

- The water supplier's own WYLA users, according to their role (owner, operator, installer, caretaker, viewer). Caretaker logins are made by the account owner and see only the sites the owner chose for them.
- Sign-in problems: your water supplier's account owners see the sign-in problems of their own people on their Users page, without the IP address; WYLA's administrators see all of them, with the IP address.
- Demo visitor details (your address, visit times, how you signed in and the view you chose) are seen only by WYLA's own staff and by WYLA's authorised resellers, who use them only to follow up about WYLA. Other demo visitors never see who else visited, and the water suppliers that use WYLA do not see them.
- Site sign-in records (who signed in and out, their answers, signatures and photos) are seen only by the organisation that runs the site - its owners, operators and installers in WYLA, not its caretakers or viewers and not a service

company it works with - and by WYLA staff when supporting it as below. Anyone at the site who scans its code sees the site's instructions, its checklist and its list of approved contractor companies, never who is or was on site.

- A service company the water supplier has allowed to see a site (read only).
- A site display screen's IP address is seen only by the water supplier's owners in WYLA and WYLA's administrators.
- Anyone who has a site display screen's address sees what that screen shows, including the titles on a Reminders tile, as they were typed (section 2).
- Your choice about "What's new" emails and its history are seen only by WYLA's administrators, never by your water supplier or anyone else. The emails are sent through the same email service as alarm emails (Microsoft Azure Communication Services, in Canada).
- That an invitation was emailed to you, when and by whom is in your water supplier's audit log, seen by its owners and by WYLA's administrators. A reply to the invitation goes to the person who sent it, not to WYLA.
- **Weather services, when a site's screen shows the weather.** Only if the account owner adds a weather tile (the forecast and the rain expected) or a severe weather warning tile to a site's screen. For the weather, WYLA's server sends MET Norway (the Norwegian Meteorological Institute, Norway) the site's approximate location (rounded to about 1 km) so the screen can show the forecast. For warnings at a New Zealand site, WYLA's server reads MetService's public list of warnings for all of New Zealand and works out on WYLA's own server which of them cover the site, so MetService (New Zealand) is sent nothing about the site. Nothing else is sent - no names, no account - and the screen itself never contacts them; each handles the request under its own terms. A council notices tile reads the feed the owner chose and sends that council nothing. Removing the tile stops it.
- **The company that services or installed a site's equipment, when you ask it for parts or a service visit.** If you press Send on "Ask for parts or service", WYLA emails your request to the service company (or, if none has an email, the installer) that the water supplier named for that site, with the site's principal(s) and you in copy. The email holds your name, your email address, the phone number you typed (if any), the site's name and address and what you wrote, so the company can reply to you. WYLA sends nothing to that company unless you press Send, and sends nothing from the demo. Once the company has the email, what it does with your details is up to that company and the water supplier.
- **Your water supplier's distributor, for support requests.** If WYLA has recorded the company that supplies and supports your water supplier's units (its distributor) with a support email, WYLA emails that distributor a copy of each support request your organisation sends and of the replies and status changes that follow: the request number, your organisation's and the site's names, the subject and category, what you and WYLA wrote, the names of any files, and your name and sign-in email, so it can help. WYLA's own notes, drafts written with the support assistant, the account details WYLA adds for itself and feature requests are never sent to it, and it cannot sign in to WYLA. The distributor is shown on the Help page as "Your local support". Once the distributor has the email, what it does with your details is up to that distributor and your water supplier. Your water supplier can ask WYLA to stop the copies at any time.
- People who receive a site's alarms and reports: an alarm message or monthly summary can name who acknowledged an alarm.
- WYLA staff who run and support the service. When they view a supplier's account as that supplier, the session is read only and recorded in the supplier's own audit log. They cannot sign a supplier's reports or give permission for changes.
- **WYLA support acting in a supplier's account.** When a water supplier asks WYLA for help, WYLA support may act in the supplier's account as one of its users, for a limited time (at most one hour per session), so they see and use the account the same way that person does. Everything done in the session is recorded in the supplier's own audit log, with the WYLA support person's name, the user acted as, the reason and the times. The supplier's owner can switch this off at any time. WYLA support never signs reports, never changes sign-in security (passkeys and sign-in methods), never adds users or changes their roles, and never grants control permissions - those always stay with the supplier.
- **WYLA support checking a gateway.** WYLA support - a person, or WYLA's automated support service working for WYLA's support team - can open a support session to a site's gateway (at most two hours each) and connect to it

over WYLA's private network, to read how the gateway and the equipment wired to it are working: its inputs and outputs, its settings, its software versions and its logs. Each session is recorded with who opened it, the reason and the times; the water supplier's users see the sessions in the console; WYLA's support team is emailed each time. The automated service only reads: it never changes a gateway's settings, never controls equipment, never sees or shows the gateway's passwords, and never changes anything in a supplier's account. A person at WYLA decides what is done about anything it finds.

- Regulators, only through the water supplier: WYLA never sends anything to a regulator itself. A report or notice the supplier submits can name you (for example as the person who signed it). This includes the Hinekorako upload file and any evidence export the supplier asks WYLA to make.
- The providers in section 4, and anyone legally entitled to require it (for example by a court order); we will tell the water supplier unless the law forbids it.

6 HOW LONG IT IS KEPT

- WYLA keeps its records for **10 years, then deletes them**, unless the rules for the water supplier's site need a record kept longer; that record is then kept for the longer period. Drinking-water rules ask for treatment and operator records to be kept for years, and a few ask for longer than 10 years. Nothing has been deleted yet: WYLA's oldest records date from 2026.
- **If a subscription ends**, the supplier's records stay read-only for 90 days so it can download them, and WYLA emails the supplier's account owner a reminder 30 days before they are deleted, and a final notice 24 hours before (nothing is deleted until that notice has been sent). After the 90 days they are deleted, except the monthly write-once archive below, which is removed when its own 10 years are up.
- Keeping records for as long as its regulator requires remains the water supplier's responsibility; a supplier should download any record it must keep for longer than WYLA does.
- Removing you as a user stops your access at once; your past actions stay in the audit log.
- Changing or removing your number or email as an alarm contact applies from the next alarm; earlier call-out records keep the number or address that was used then.
- Backup copies are kept for up to a year.
- Each finished month of regulatory records is also kept in a write-once archive for 10 years, which cannot be changed or deleted during that time, even after a subscription ends, and is then removed. Your details are in it only where a regulatory record holds them: the number or address used in an alarm call-out, and your name or email on an action in the audit log, a certificate, a control change or a shift note. The alarm contact list, user accounts, sign-in history, invoices, support or feature requests and the emails kept with them are not archived, so those can still be corrected or deleted on request.
- Emails sent to a support request's reply address, including ones WYLA did not add to the request, are kept as long as the request itself (10 years, then deleted, like WYLA's other records). A distributor's record is kept while it supports the water supplier and deleted when WYLA removes it or the water supplier's records are deleted; its replies are kept with the request.
- Site sign-in records are kept like WYLA's other records (10 years, then deleted, or when the organisation's subscription ends as above). They are not in the write-once archive.
- Pump control records (the pump settings versions and the starts, stops and faults of a site's pumps, for a site with the Controls add-on) are kept like WYLA's other records (10 years, then deleted, or when the organisation's subscription ends as above). They are not in the write-once archive, and they cannot be changed: a wrong name is corrected by a new settings version, not by editing the old one.
- A parts or service request (what you sent, to whom, and whether the email went) is kept with the site's records for 10 years, then deleted, like the rest of the site's records. It cannot be changed afterwards. Your phone number is in the request as you typed it; it is not shown in the console's list of requests.

- A site display screen's IP address is cleared 30 days after the screen's last update, or at once when the screen is deleted.
- Copies of failed sign-in and sign-up records are kept for 90 days, then deleted. They are not in the write-once archive. If a water supplier's records are deleted, the copies about its people's addresses are deleted with them.
- Demo visitor details are kept for 2 years after your last visit to the demo, then deleted. You can ask us to delete them sooner, or to stop contacting you, at any time: email privacy@wateryoulookingat.com from the address you signed up with (or say which address it is). We delete your demo visit records within 20 working days and confirm when it is done; your sign-in account at Auth0 is deleted too if you ask. Demo visit records are not in the write-once archive.
- **"What's new" emails:** the record of your choices, and of each email sent to you, is kept while you have a WYLA login and for **3 years** after the later of your last change and the last email sent to you, then deleted. If your water supplier's subscription ends, it is deleted with the supplier's other records.
- When a water supplier stops using WYLA, it can download its records during the 90 days; then they are deleted as above and as WYLA's data retention policy sets out.
- Your Auth0 sign-in account is deleted when you ask, or when you no longer need access.

7 SEEING AND CORRECTING YOUR INFORMATION

Ask your water supplier, or ask us. We will confirm whether we hold information about you, give you a copy, and correct it (section 8). Because we hold most of it for the water supplier, we may pass your request to them and help them answer; we will tell you if we do. We may need to check who you are first. We do not charge.

- **New Zealand:** you can ask for access (information privacy principle 6) and correction (principle 7). The answer is due within 20 working days (Privacy Act 2020 sections 44 and 63). You can complain to the Office of the Privacy Commissioner (privacy.org.nz).
- **Canada:** you can ask for access and correction (PIPEDA Schedule 1, clause 4.9). The answer is due within 30 days, which can be extended once by up to 30 days with notice (PIPEDA section 8). You can complain to the Office of the Privacy Commissioner of Canada (priv.gc.ca). In Alberta or British Columbia a provincial privacy law may apply instead, with its own commissioner; and if your water supplier is a municipality or other public body, its own freedom-of-information and privacy law applies to its records.
- **United States:** no general federal law gives these rights, and state privacy laws often do not apply to public water systems. We answer requests in the same way regardless.

"What's new" emails. To stop "What's new" emails at any time: untick the box on your My alarms page, or press **Unsubscribe** in any of the emails (no sign-in needed; it takes effect at once), or write to privacy@wateryoulookingat.com. Stopping them changes nothing else: alarms, reports and reminders are separate.

Complaints. If you are unhappy with how WYLA has handled your information, tell us: email privacy@wateryoulookingat.com, or write to us at the address in section 1. We acknowledge your complaint within 2 working days, look into it, and reply in writing within 20 working days (if we need longer we tell you why and when). If we got something wrong we put it right and tell you what we did. If you are not satisfied, you can complain to the Office of the Privacy Commissioner in New Zealand (privacy.org.nz) or in Canada (priv.gc.ca).

8 CORRECTIONS AND DELETION: WHAT CAN AND CANNOT CHANGE

- **Can be changed:** your contact details, alarm choices, role and access, and your certificate record (each change is kept as a new version).
- **Cannot be changed or deleted by anyone, WYLA included:** the audit log, the call-out log, certificate history, control permissions, operator-in-charge designations, the record of changes made at the panel, shift notes and sign-offs, signed reports, the notice log and notification cases, the calibration log, the inspection logbook and its

photos, laboratory results and imported laboratory files, and site sign-in and sign-out records with their signatures and photos. The database itself refuses edits and deletions.

- **Why:** drinking-water rules require that these records are not altered and show who made each entry (for example New Zealand's Water Services Act 2021 section 179, Ontario Regulation 128/04 section 27, and United States 40 CFR 141.33). A record that could be quietly edited would be no use as evidence - to the water supplier, or to you if your actions are ever questioned.
- **What happens instead:** a correction is a new entry that says what is right and why; it is shown with the original, which is marked as corrected or superseded. If the record is not corrected the way you asked, you can give us a statement of the correction you want and we will keep it with the record (in New Zealand, information privacy principle 7). A mistake in a site sign-in is put right by a note added to it.
- **Deletion:** information that is not a regulatory record (for example your sign-in account, or your number for future alarms) is deleted or removed when you ask or when it is no longer needed. Regulatory records are kept for the retention period in section 6.

9 IF SOMETHING GOES WRONG

WYLA keeps a written procedure for privacy incidents and a register of every one. If a breach affects information WYLA holds for a water supplier, we tell that supplier within 72 hours of becoming aware of it at the latest, and within 24 hours when it clearly involves people's personal information (our own commitment), and help it tell you and the regulator where the law requires. For information we are responsible for ourselves, we tell you and the privacy regulator ourselves.

10 FOR WATER SUPPLIERS: A PARAGRAPH TO GIVE YOUR STAFF

When you add a person to WYLA, you are collecting their information for WYLA, so please make sure they know. You can give them this paragraph (fill in the brackets):

> [Supplier name] uses WYLA (Water YOU Looking At), a monitoring and alarm service, at our treatment plant(s). We have given WYLA your name, work email and [mobile number / operator certificate details] so it can send you alarms, record who acknowledged them, and keep the operator and treatment records the drinking-water rules require. WYLA stores this in Microsoft Azure in Canada; sign-in is handled by Auth0 in the United States[; texts and calls go through Twilio, outside Canada]. Records are kept for 10 years, then deleted, unless our site's rules need them kept longer (if our WYLA subscription ends, for 90 days, except a write-once archive kept for its own 10 years) and are corrected by adding a new entry, not by editing. If we have a distributor who supports our WYLA units, our support requests (your name, email and what you write) are also emailed to them so they can help. To see or correct your information, ask us or WYLA's privacy officer, John Farrugia (privacy@wateryoulookingat.com). The full notice is at https://wateryoulookingat.com/privacy.html.

11 CHANGES TO THIS NOTICE

We update this notice when what WYLA collects, or where it is kept, changes, and show the date at the top. We review it at least once a year even when nothing changes. If we plan to keep your information in another country, add a provider that holds it, or let people in another country see it, we tell each water supplier's account owner by email and in the console at least 30 days before the change. We tell account owners of other important changes to this notice the same way. Each version has a number and date; earlier versions are available on request. Questions: John Farrugia, privacy officer, privacy@wateryoulookingat.com.

Also online at **wateryoulookingat.com/privacy.html**. Generated 2026-11-25 from the notice's source; the web page and this PDF carry the same text.



WATER YOU LOOKING AT

wateryoulookingat.com/privacy.html

Privacy officer: John Farrugia

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