

From: EIR Compliance

To:

Subject: 20251009 – EIR – Internal Review Response

Date: 09 October 2025 13:07:00

Attachments: EIR – WSZ & Postcode information.csv

EIR.csv

EIR Reference: EIR

Dear

We refer to your email dated 27 August 2025 in relation to our response to EIR.

We have logged your internal review reference as EIR.

Original request:

You made a request on the 29 July 2025 for the following information:

“ I am writing to request environmental information under the Environmental Information Regulations 2004.

Please provide a dataset of water hardness measurements for each postcode area within your supply region. Ideally, I would like this information to include

- Postcode or Postcodes*
- Water hardness value (in mg/l CaCO₃, ppm, or dH)*
- Date of measurement or date range*
- Method or source of measurement”*

Our response to EIR:

We responded to EIR on the 26 August 2025 with the following information:

"The dataset of water hardness measurements for each postcode area within your supply region, including the water hardness value and data range of the reporting is available on our website at: [Yorkshire Water - Check your water hardness](#) Here you can search for the postcodes that you require information about and download the Water Supply Zone Report for each area.

The measurements are taken by a UKAS accredited independent laboratory."

Your request for an internal review of EIR:

You contacted us on the 27 August 2025 to advise that you needed the data in spreadsheet format with the post code region or at least a zone description.

Our internal review response:

In considering your request for information, our water hardness information is readily available in the public domain by postcode.

In considering the format that you required the information in, we can confirm we hold the data in the attached spreadsheet 'EIR this information is available and corresponds with the information in the public domain on water hardness.

We are writing to inform you that your request for environmental information has been partial refused in accordance with the Environmental Information Regulations (EIR) 2004. Under Regulation 12(3), this refusal is based on the

grounds that the requested information constitutes personal data relating to an individual other than the applicant. Protecting the privacy and personal data of individuals is a fundamental principle, and as such, the provision of this information would contravene the data protection principles set out in Regulation 13. Regulation 13 stipulates that personal data shall not be disclosed if the release of such information would contravene any of the data protection principles in the UK GDPR or the Data Protection Act 2018. While we strive to provide as much information as possible in response to environmental information requests, we must also balance this with our obligation to protect personal data. Therefore, the specific details that include personal data of a person other than the applicant cannot be released. We have provided partial postcode area in response to water supply zone.

To support you in understanding the water supply areas we have include partial postcode against, water supply area. Please be advised there may be some overlap with the post codes as certain areas cross over water supply zone (WSZ) boundaries.

In addition to this, water supply zones that are referenced in the file 'EIR may not align with the information provided in the file 'EIR– WSZ & postcode information'. This is because for example Airedale 2004 WSZ ended on the 31 March 2023 and area was split into two water supply zones. This is one example and you may find other instances where these postcodes have now been integrated within other existing zones as part of annual water supply zone modifications.

If you are not satisfied with the outcome of the internal review you have the right of appeal to the Information Commissioner who can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

Web: <http://www.ico.org.uk>

Thank you for contacting Yorkshire Water.

Yours sincerely,

Data Protection Team

Email: EIR@Yorkshirewater.co.uk