

OFFICE OF UTILITIES REGULATION



PRIVACY NOTICE

1. Introduction

This privacy notice is used to disclose the privacy practices of the Office of Utilities Regulation (“OUR”) in accordance with applicable privacy laws, such as the Data Protection Act, 2020 (“DPA”). We aim to help you understand what personal data we collect, how we use it, and what control you have over it. This notice applies solely to personal data collected by the OUR. This notice will define the following:

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2. Who We Are

The OUR is an independent regulator established by the Office of Utilities Regulation Act to regulate providers of water, sewerage, electricity and telecommunications services (“utility providers”). It is our mission to contribute to Jamaica’s development by effective regulation of utility services that enables consumer access to modern, reliable, affordable, sustainable, and efficient utility services, while ensuring that utility providers have the opportunity to make a reasonable return on their investment. In order to carry out our statutory and regulatory functions, we are required to process personal data pertaining to our staff, regulated entities, consumers, contacts, suppliers, contractors, and other relevant stakeholders.

For the purposes of this notice, the OUR acts as a “data controller” as we determine how your personal data is used and processed.

3. Personal Data We Collect

Given the extent of our regulatory functions and the multiplicity of stakeholders with whom we engage, the OUR collects varying information that may identify you as an individual (“personal data”). The personal data collected may vary, depending on the reason the OUR is engaging with you. Any information we collect is deemed relevant to the activities being undertaken by us and crucial to established and/or statutory due diligence processes.

In the event personal data about another person is submitted by you in furtherance of completing whatever business dealings that is underway between us, it will be deemed that you have their permission to so proceed. We will process this personal data in keeping with the parameters of this privacy notice. Given the foregoing, the OUR strongly recommends that you bring this privacy notice to the attention of all who may be so impacted. The information we collect from/about you may include the following:

Information Type	Examples
Personal identifiers	Name, driver’s licence number, passport number, taxpayer registration number
Biometric data	Photograph, signature
Contact details	Email address, telephone number, residential and mailing address
Demographic details	Date of birth, gender, nationality, marital status
Banking information	Name of bank, branch, account type and number
Background check information	Police records, investigation reports
Employee information	Employment history, spouse and dependent information, emergency contacts, references, medical information

Generally, we collect and keep a record of sensitive personal data only in very limited circumstances, and primarily when an individual has chosen to provide us with this data. We process some sensitive personal data for human resource purposes, for example, about our employees as far as is necessary to fulfil our duties as an employer. We also process sensitive personal data for utility provider licence application evaluations. We use such data only for the purpose for which it was intended and provided.

4. How We Process Your Data

We have access to data and may use any of the personal data that you voluntarily provide via registration forms and other forms (physical and electronic), applications, online (webforms and videoconference platforms such as Zoom and Teams), email, telephone, résumés, in person, social media, and other OUR channels. Your personal data is used for the following necessary purposes:

- Compliance with legal and regulatory obligations.
- Recruitment, employee and human resources management purposes.
- Processing appeals, complaints, referrals and other types of consumer contacts such as enquiries, opinions, and recommendations.
- Provision of services to utility regulation stakeholders.
- Procurement of goods and services.
- Fulfillment of obligations outlined in any agreements.
- Establishing and defending legal claims.

5. Lawful Basis of Processing

The OUR processes personal data for its own legitimate interests, provided that the interests of the OUR do not override any of your own rights and freedoms. We process personal data with your consent, but you have the right to withdraw your consent to processing for specific purposes.

Personal data may be used without consent in situations when legally required. We rely on the following lawful bases, other than consent, for processing your information:

- Contractual obligation for the performance of a contract or taking steps at the request of the data subject with a view to entering into a contract
- Compliance with legal obligations
- To protect the vital interests of the data subject
- For the exercise of functions conferred by or under an enactment and functions of a public nature exercised in the public interest
- Legitimate interest
- The data subject has published the personal data concerned.

6. How We Share Your Data

Personal data may be shared with third parties when it is necessary to provide services to users of our website, other stakeholders, and/or for other legitimate interests.

The OUR will only share your information in circumstances where it is permitted under the DPA or we are legally obligated to do so. We may share your personal data with the following categories of recipients where necessary to offer, administer, and manage services provided to you or to fulfill our regulatory or statutory functions and obligations:

1. Law enforcement
2. Public authorities and regulators (such as Tax Administration Jamaica, the Transformation Implementation Unit, Integrity Commission, Spectrum Management Authority)
3. Financial institutions
4. Pension Fund Administrators and Trustees
5. Attorneys-at-law
6. The Judiciary

7. Authorized third-party service providers (for technology support – cloud service providers)
8. Personal Representatives

Note that this is not an exhaustive list.

7. How Long We Store Your Data

We will only retain personal data for the duration necessary to fulfill the purposes for which it was collected. Personal data may also be retained for longer periods if it is solely for archiving purposes in the public interest, scientific or historical research purposes, or statistical purposes.

8. How We Protect Your Data

Securing your data is a priority for us, both online and offline. We have implemented appropriate safeguards to prevent the unauthorised or unlawful processing of, or accidental loss, or destruction of or damage to your personal data.

Employees and third parties are provided only with personal data on a need-to-know basis and only the minimum amount they require to complete their specific job or professional assignment. All employees are also subject to confidentiality agreements and undergo annual training on the proper handling of sensitive data.

Procedures have been developed to handle a potential data breach. These procedures are designed to ensure affected individuals and relevant regulators are notified of the breach and damage can be minimised.

9. Your Rights Regarding Your Personal Data

You have rights under data protection laws over your personal data. In certain instances, you have the legal right to the following:

- Be informed about whether the OUR processed your personal data.
- Request access to the personal data we have collected about you, if any.
- Request rectification of any errors or omissions in the personal data we have collected about you.
- Request we delete or remove personal data when there is no legitimate need for us to continue processing it.
- Object to the processing or processing for a specified purpose or in a specified manner of personal data
- Request transfer of your personal data to another data controller.
- Withdraw consent given for the processing of your personal data at any time.
- Ensure that no decisions having significant impact on you are made solely by automated means

We aim to maintain personal data that is accurate and up to date. If your personal data changes (for example, change of email or mailing address and telephone number), please notify us of any changes or updates to your data so that we can make necessary changes or updates to your personal data.

To exercise these rights, please contact our Manager, Records Information Management, via email, mail, or phone as indicated below in the “Contact Information” section.

Also, we have appointed a Data Protection Officer. If you have any concerns with our handling of your requests or generally require any assistance with the exercise of your rights under the DPA you may contact the Data Protection Officer using the contact details that can be found in the “Contact Information” section at the end of this Privacy Notice.

10. Use of Cookies

Cookies are used on the OUR's website - <https://our.org.jm> for various purposes. These "cookies" are data elements stored on your hard drive that allow us to improve your usage of our website. We use cookies to administer content for visitors to our website. We do not use cookies to track individuals and identify them personally.

11. External Links

On our website, you may encounter links to other websites. Be aware that we are not responsible for the content or privacy practices of operators of these other sites. We encourage all users to read the privacy notices associated with any other sites that collect your personal data.

12. Contact Information

To exercise your rights as a data subject outlined in this privacy notice, please contact our Manager, Records Information Management by email at datacontroller@our.org.jm, or if you generally have concerns or require any assistance with the exercise of your rights under the DPA, you may contact the Data Protection Officer by email at DPO@our.org.jm.

Both officers may be reached by telephone at 876-968-6053 or mail at:

Office of Utilities Regulation
36 Trafalgar Road
3rd Floor, PCJ Resource Centre
Kingston 10
St. Andrew
Jamaica

13. Changes to This Privacy Notice

This Privacy Notice was last updated on 2025 July 28.

Any changes to this Privacy Notice can be found on our website at <https://our.org.jm>.