

# Floodline

## TERMS AND CONDITIONS

Floodline, in Scotland, is operated by the Scottish Environment Protection Agency (SEPA). It provides live flooding information and advice on how to prepare for or cope with the impacts of flooding 24 hours a day, 7 days a week. Signing up to Floodline indicates your acceptance of the following terms and conditions.

### YOUR ACCOUNT DETAILS

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- It's important to keep your account details up to date and make others at the registered address/es aware that they may receive messages from Floodline.
- If you have registered any contact numbers that are not your own, you must obtain each owner's permission in advance.
- Please check with your telephone provider that you don't have any inbound call barring on your phone, as this may prevent the messages from being delivered.
- Your priority 1 contact number will be the primary number we use to contact you. If you don't answer, Floodline will try to deliver the message to the other numbers you provided to us, in order of priority. We will try each number a maximum of 3 times. An answer phone service may be treated as a delivered message. If you require all numbers to be tried simultaneously this must be agreed with SEPA.
- Your confirmation letter and welcome pack will be sent to your main contact address; you won't receive a letter and pack at each address you have signed up for.
- Either annually or every 2 years, you will receive a reminder prompting you to check your details. Amendments can be made by you at any time.

### YOUR ONLINE ACCOUNT

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- You can change your name, password, telephone numbers, channel of receiving messages and unsubscribe from Floodline through your online account. To change your email address or property address, please call Floodline.
- We will use the email address used to create the online account to send you related flooding information to help you be prepared and use Floodline to its full potential. This includes a regular flooding newsletter which you can unsubscribe from at any point.

### PROTECTING YOUR INFORMATION

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SEPA may share your information with the emergency services and local authorities to help them respond to flooding. SEPA adheres to a privacy policy which means your personal data will be used solely for the purpose stated and will not be passed on to third parties, other than the emergency services and local authorities as stated above, in accordance with the principles of the Data Protection Act 1998. You have the right to request a copy of the personal information SEPA holds about you and have any inaccuracies in that information corrected. Please email [dpa@sepa.org.uk](mailto:dpa@sepa.org.uk).

## CALL CHARGES

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The cost of calling Floodline varies depending on your service provider, your call package and whether a landline or mobile is used.

## FLOODING MESSAGES FROM FLOODLINE

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### Flood Alerts

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Floodline will try to issue Flood Alerts between 08:00–18:00, however they may be issued outwith these hours in exceptional circumstances.

Flood Alerts provide an early indication of potential flooding and can be issued for coastal, river or surface water flooding.

If your registered property is not within a Flood Warning Area you will be signed up for Flood Alerts.

### Flood Warnings

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Flood Warnings will be issued at any time of the day or night.

By registering for Flood Warnings you will receive both Flood Warnings and Severe Flood Warnings. Flood Warnings are only issued for areas where we have river and coastal monitoring.

Severe Flood Warnings will only be issued in exceptional circumstances where the impacts of flooding threaten life or where evacuation is required.

### Delivery of messages

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SEPA won't accept responsibility for any loss or damage caused by flooding; by issuing, or failing to issue, Flood Alerts and Flood Warnings; or by our customers not accessing a Flood Alert or Flood Warning in time to take action.

SEPA is not responsible for the delivery of messages to your handset as other factors may affect your ability to receive messages such as signal reception, your phone being switched off, call barring options on your phone or if your provider is experiencing technical difficulties.

## UNSUBSCRIBE FROM FLOODLINE

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You can unsubscribe from receiving flooding messages at any time online (<http://floodline.sepa.org.uk/floodingsignup/user/delete>) or by calling Floodline. We may write to the current occupier of the property address in the future. This is to ensure that if you move away the new occupiers have the opportunity to sign up to Floodline.

You will continue to receive the flooding newsletter. To unsubscribe from the flooding newsletter too, please contact [flooding@sepa.org.uk](mailto:flooding@sepa.org.uk) or call Floodline.

