



## **Privacy Notice**

### **for the members and beneficiaries of the Shropshire County Pension Fund**

This privacy notice is for members and beneficiaries (referred to as “you”) of the Shropshire County Pension Fund (the “**Fund**”). It has been prepared by Shropshire Council (the “**Administering Authority**”, or “**we**”) in its capacity as the administering authority of the Fund. This privacy notice describes how we collect and use personal data in accordance with data protection legislation. This privacy notice will also be made available at the following link:

<https://shropshirecountypensionfund.co.uk/data-protection-privacy-notice/>

It is important that you read this privacy notice together with any other privacy notice or fair processing policy we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice replaces any general privacy notice we may have previously issued and supplements any other notices and privacy policies we issue that are specific to particular data collection / processing activities.

### **Why we are providing this notice to you**

As the Administering Authority of the Fund, we hold certain information about you and from which you can be identified (“**personal data**”) which we use to administer the Fund and to pay benefits from it. In line with data protection legislation, we are required to give you specified information about the personal data we hold about you, how we use it, your rights in relation to it and the safeguards that are in place to protect it. This notice is designed to give you that information.

## **The technical bit**

The Administering Authority holds personal data about you, in its capacity as a controller, for the proper handling of all matters relating to the Fund, including its administration and management. This includes the need to process your data to contact you, to calculate, secure and pay your benefits, for statistical and financial modelling and for reference purposes (for example, when we assess how much money is needed to provide members' and beneficiaries' benefits and how that money should be invested), and to manage liabilities and administer the Fund generally. Further information about how we use your personal data is below.

The lawful basis for our use of your personal data will usually be that we need to process your personal data to satisfy our legal obligations as the Administering Authority of the Fund. However, where that legal basis does not apply then the legal basis for our use of your personal data will be one or more of the following:

- a) we need to process your personal data to carry out a task in the public interest or in the exercise of official authority in our capacity as a public body; and/or
- b) we need to process your personal data for the legitimate interests of administering and managing the Fund and liabilities under it, calculating, securing and paying benefits and performing our obligations and exercising any rights, duties and discretions the Administering Authority has in relation to the Fund. In certain limited circumstances, we may also process your personal data where this is necessary for recognised legitimate interests under data protection laws. These are purposes which the law recognises as appropriate, such as detecting, investigating or preventing crime (including fraud), sharing information with public authorities where appropriate, or safeguarding vulnerable individuals; and/or
- c) because we need to process your personal data to meet our contractual obligations to you in relations to the Fund (for example, under an agreement that you will pay additional voluntary contributions to the Fund), or to take steps, at your request, before entering into a contract.

Please note that where we indicate that our processing of your personal data is necessary for us to comply with a legal obligation, or for us to take steps, at your request, to potentially enter into an employment contract with you, or to perform it, and you choose not to provide the relevant personal data to us, we may not be able to enter into or continue our contract with you.

## **What personal data we hold, and how we obtain it**

The types of personal data we hold and process about you can include:

- Contact details, including name (and previous or alternate names), address, telephone numbers and email address.
- Identifying details, including gender, sex, date of birth, national insurance number (“**NINO**”) and/or partial or “dummy” NINO” and employee and membership numbers.
- Information that is used to calculate and assess eligibility for benefits, for example, length of service or membership and salary information.
- Financial information relevant to the calculation or payment of benefits, for example, bank account and tax details.
- Information about your family, dependants or personal circumstances, for example, marital status and information relevant to the distribution and allocation of benefits payable on death.
- Information about your health, for example, to assess eligibility for benefits payable on ill health, or where your health is relevant to a claim for benefits following the death of a member of the Fund.
- Information about a criminal conviction if this has resulted in you owing money to your employer or the Fund and the employer or the Fund may be reimbursed from your benefits.
- Information about any previous membership of other public service pension schemes and other LGPS administering authorities, including your date of leaving and whether the previous scheme /authority has assessed your eligibility for underpin protection (see “How we will use your information” below).
- Electronic “pension identifiers” for pensions dashboards (explained below).
- “Value data” for pensions dashboards, which includes details of how much pension you have built up and how much you may have when you retire, and other view data relating to you for pension dashboards.

We obtain some of this personal data directly from you. We may also obtain data (for example, salary information) from your current or past employer(s) or companies that succeeded them in business, from a member of the Fund (where you are or could be a beneficiary of the Fund

as a consequence of that person's membership of the Fund) and from a variety of other sources including public databases (such as the Register of Births, Deaths and Marriages), our advisers and government or regulatory bodies, including those in the list of organisations that we may share your personal data with set out below.

Some of your personal data may also be collected indirectly through the pensions dashboards ecosystem (including the identity service, the pension finder service and the consent and authorisation service).

Where we obtain information concerning certain "special categories" of particularly sensitive data, such as health information, extra protections apply under the data protection legislation. We will only process your personal data falling within one of the special categories with your consent, unless we can lawfully process this data for another reason permitted by that legislation. You have the right to withdraw your consent to the processing at any time by notifying the Administering Authority in writing.

However, if you do not give consent, or subsequently withdraw it, the Administering Authority may not be able to process the relevant information to make decisions based on it, including decisions regarding the payment of your benefits.

If you have provided us with personal data about other individuals, such as family members, dependants or potential beneficiaries under the Fund, please ensure that those individuals are aware of the information contained within this notice.

## **How we will use your personal data**

We will use this data to deal with all matters relating to the Fund, including its administration and management

This can include the processing of your personal data for all or any of the following purposes:

- To contact you.
- To assess eligibility for, calculate and provide you (and, if you are a member of the Fund, your beneficiaries upon your death) with benefits.
- To identify your potential or actual benefit options and, where relevant, implement those options.

- To allow alternative ways of delivering your benefits, for example, through the use of insurance products and transfers to or mergers with other pension arrangements.
- For statistical and financial modelling and reference purposes (for example, when we assess how much money is needed to provide members' and beneficiaries' benefits and how that money should be invested).
- To assess and, if appropriate, action a request you make to transfer your benefits out of the Fund.
- To comply with our legal and regulatory obligations as the administering authority of the Fund.
- To address queries from members and other beneficiaries and to respond to any actual or potential disputes concerning the Fund.
- The management of the Fund's liabilities, including the entering into of insurance arrangements and selection of Fund investments.
- In connection with the sale, merger or corporate reorganisation of or transfer of a business by the employers that participate in the Fund and their group companies.
- To identify whether you qualify for underpin protection. For more information, please see [www.lgpsmember.org/mccloud-remedy/](http://www.lgpsmember.org/mccloud-remedy/)

## **Pensions dashboards**

The pensions dashboard framework requires us to share personal data within the dashboards ecosystem. When a member searches for information about their pensions online via a pensions dashboard, we receive certain personal data for the purposes of identifying a match with the member's pension in the Fund. We then need to provide certain pensions information to the dashboards ecosystem so that it can be displayed via the relevant dashboard.

These activities are carried out in accordance with our legal obligations under pensions dashboards legislation, which requires us to match certain members with their pension benefits and to provide information to the dashboards ecosystem.

This includes processing personal data to match members to their pension benefits and to provide information to the dashboards ecosystem. It may also include processing personal data as part of testing, development and compliance activities required to prepare for and maintain our connection to the pensions dashboards ecosystem.

As part of these legal obligations, the personal data processed may include identifying information used to match you to your pension benefits, as well as information relating to your pension entitlements.

These activities may involve sharing your personal data with entities within the dashboards ecosystem, including (but not limited to) the identity verification service, the pension finder service and the consent and authorisation service, as well as with operators of both commercial and non-commercial dashboards, including those in the list of organisations that we may share your personal data with set out below.

We may also share your personal data with, and receive data from, third-party service providers or integrated service providers we appoint to support us in connecting to dashboards and complying with our legal duties.

In addition, we may be required to disclose information (which may include personal data) to relevant bodies in connection with our dashboards obligations, including the Money and Pensions Service, the Pensions Regulator and, where applicable, the Financial Conduct Authority.

Where we obtain personal data from the dashboards ecosystem, or during the process of matching members with their pension benefits for dashboards purposes, we may retain that data to help demonstrate how and why we concluded that you are entitled to receive information about your benefits via a dashboard and to assist us in administering the Fund.

## **Organisations that we may share your personal data with**

From time to time, we will share your personal data with advisers and service providers so that they can help us carry out our duties, rights and discretions in relation to the Fund. Some of those organisations will simply process your personal data on our behalf and in accordance with our instructions: they are referred to as processors.

Other organisations will be responsible to you directly for their use of personal data that we share with them: they are referred to as controllers. The controllers may be obliged under the data protection legislation to provide you with additional information regarding the personal data they hold about you and how and why they process that data.

Further information may be provided to you in a separate notice or may be obtained from the advisers and service providers direct, for example via their websites.

Whenever one of our advisers or service providers acts as a joint controller with us in respect of your personal data, because we jointly determine the purposes and means of processing it, we will agree with them how we are each going to meet our respective and collective obligations under the data protection legislation.

If you would like more information about how such an arrangement works, please contact us.

The organisations that we may share your personal data with may include the following advisers and service providers:

<b>Processors</b>	<b>Controllers</b>
<ul style="list-style-type: none"> <li>• Administrator – currently <a href="#">Shropshire Council</a></li> <li>• Overseas payments provider to transmit payments to Fund members and beneficiaries with non-UK accounts – currently <a href="#">Equiniti Limited</a></li> <li>• Pensions software provider – currently <a href="#">Heywood Pension Technologies</a></li> <li>• Suppliers of IT, document production and distribution services</li> <li>• Bulk Email distribution software provider – currently <a href="#">Granicus</a></li> <li>• Member mortality and address tracing – <a href="#">Heywood Pension Technologies</a></li> </ul>	<ul style="list-style-type: none"> <li>• Actuarial consultant – currently <a href="#">Mercer Limited</a></li> <li>• Scheme benefit consultant and Actuary – currently <a href="#">Mercer Limited</a></li> <li>• Investment adviser – currently <a href="#">AON Hewitt</a></li> <li>• Additional Voluntary Contribution providers – currently the <a href="#">Prudential Assurance Company Ltd</a></li> <li>• Legal adviser - Eversheds Sutherland</li> </ul>

	<ul style="list-style-type: none"><li>• External auditor – currently <a href="#">Grant Thornton UK LLP</a></li><li>• Internal auditor – currently Shropshire Council Audit Services</li><li>• NI Data base– <a href="#">South Yorkshire Pensions Authority</a></li><li>• Administering authorities of <a href="#">other LGPS funds</a> (or their agents, such as third party administrators) where you have been a member of another LGPS fund and the information is needed to determine the benefits to which you or your dependants are entitled</li></ul> <p>Administrators of other public service pension schemes where you have been a member of another public service pension scheme and the information is needed to determine if you qualify for underpin protection</p> <ul style="list-style-type: none"><li>• <a href="#">The Department for Work and Pensions</a></li><li>• <a href="#">The Government Actuary's Department</a></li><li>• <a href="#">The Cabinet Office</a> – for the purposes of the National Fraud Initiative</li><li>• <a href="#">HMRC</a></li><li>• The Courts of England and Wales – for the purpose of processing pension sharing orders on divorce</li></ul>
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From time to time, we may provide some of your data to your employer and their relevant subsidiaries (and potential purchasers of their businesses) and advisers for the purpose of enabling those entities to understand the liabilities and obligations of the employer regarding the Fund. Your employer would generally be a controller of the personal data shared with it in those circumstances.

For example, where your employment is engaged in providing services subject to an outsourcing arrangement, the Administering Authority may provide information about your pension benefits to your employer and to potential bidders for that contract when it ends or is renewed.

Where requested or if we consider that it is reasonably required, we may also provide your data to government bodies and dispute resolution and law enforcement organisations, including those listed above, the Pensions Regulator, the Pensions Ombudsman and Her Majesty's Revenue and Customs (HMRC). They may then use the data to carry out their functions.

The organisations referred to in the paragraphs above may use the personal data to perform their functions in relation to the Fund as well as for statistical and financial modelling (such as calculating expected average benefit costs and mortality rates) and planning, business administration and regulatory purposes.

They may also pass the data to other third parties (for example, insurers may pass personal data to other insurance companies for the purpose of obtaining reinsurance), to the extent they consider the information is reasonably required for a legitimate purpose.

We do not use your personal data for marketing purposes and will not share this data with anyone for the purpose of marketing to you or any beneficiary.

## **Transferring information outside the UK**

In some cases, recipients of your personal data may be outside the UK. As such, your personal data may be transferred outside of the UK to a jurisdiction that may not offer an adequate level of protection as is required by the UK Government.

If this occurs, additional safeguards must be implemented with a view to protecting your personal data in accordance with applicable laws. Please use the contact details below if you want more information about the safeguards that are currently in place.

## **How long we keep your personal data**

We will only keep your personal data for as long as we need to in order to fulfil the purpose(s) for which it was collected and for so long afterwards as we consider may be required to deal with any questions or complaints that we may receive about our administration of the Fund, unless we elect to retain your data for a longer period to comply with our legal and regulatory obligations. In practice, this means that your personal data will be retained for the greater of:

- Such period as you (or any beneficiary who receives benefits after your death) are entitled to benefits from the Fund and for a period of 15 years after those benefits stop being paid. For the same reason, your personal data may also need to be retained where you have received a transfer, or refund, from the Fund in respect of your benefit entitlement; or
- 100 years from a member's date of birth, or
- 100 years from the date of birth of any beneficiary who received benefits from the Fund after the member's death.

Where you seek to access your pensions information via a pensions dashboard, the pensions dashboard regulations require us to retain different types of information (some of which includes personal data) for specific periods, as described in more detail here:

[www.pensionsdashboardsprogramme.org.uk/standards/data-retention-schedule](http://www.pensionsdashboardsprogramme.org.uk/standards/data-retention-schedule)

## **Your rights**

You have a right to access and obtain a copy of the personal data that we hold about you and to ask us to correct or complete your personal data if there are any errors or it is out of date or incomplete. In very limited circumstances, you may also have the right to ask us to restrict the processing of your personal data, or to transfer or (in extremely limited circumstance, such as where your personal data is no longer needed for the purpose for which it is being processed) erase your personal data. You should note that we are not obliged to erase your personal data if we need to process it for the purposes of administering the Fund.

In certain circumstances you have the right to object to the processing of your personal data; for example, you have the right to object to processing of your personal data which is based on the public interest or legitimate interests identified in the section above headed "*The technical bit*", or where processing is for direct marketing purposes.

You also have the right not to be subject to a decision based solely on automated processing (including profiling) which produces legal effects concerning you or similarly significantly affects you.

Under data protection laws, where a decision is taken based solely on automated processing, appropriate safeguards must be in place to protect your rights, freedoms and legitimate interests. These include measures which:

- (a) provide you with information about the decision in relation to you;
- (b) give you the opportunity to make representations;
- (c) enable you to obtain human intervention; and
- (d) allow you to contest the decision.

[The Administering Authority does not currently take any decisions based solely on automated processing which would produce legal or similarly significant effects on you. If that changes, we will update this privacy notice.]

You also have the right to make a complaint to us if you have any concerns over how we collect, use or otherwise process your personal data. We are required to have procedures in place to support individuals who wish to raise a complaint about the handling of their personal data. We will acknowledge your complaint within 30 days and will respond without undue delay. If you would like to make a complaint to us, please follow our Data Protection Complaints Procedure set out in the same document as our Internal Dispute Resolution Procedure, [[Appeals \(IDRP\) | Shropshire County Pension Fund](#)]

You also have the right to make a complaint to the Information Commission (the "IC"). The IC will usually expect you to have raised your complaint with us first, and we would also appreciate the opportunity to try to resolve your concerns. Further information about how to contact the IC is provided below.

You can exercise all of these rights free of charge except in some very limited circumstances and we will explain these to you where they are relevant.

You can exercise these rights by contacting us using the contact details set out below and we can supply more information about these rights to you on request.

As explained in the section above headed “*How we will use your personal data*”, one of the reasons we collect and hold your personal data is to administer your Fund benefits.

If you do not provide the information we request or ask that the personal data we already hold is deleted or that the processing of the personal data, be restricted, this may affect our ability to administer your benefits including the payment of benefits from the Fund. In some cases, it could mean we are unable to put your pension into payment or have to stop your pension (if already in payment).

## **Updates**

We may update this notice periodically. Where we do this, we will inform members and beneficiaries of the changes and the date on which the changes take effect.

## **Data protection queries and complaints**

If you have any queries or would like to make a complaint regarding the use of your personal data, you can contact the Data Protection Officer at Shropshire Council.

**By post:** Information Governance Team  
Legal and Governance  
Resources Directorate  
Shropshire Council  
Guildhall  
Frankwell Quay  
Shrewsbury  
SY3 8HQ

**By phone:** 01743 252179

**By email:** [information.request@shropshire.gov.uk](mailto:information.request@shropshire.gov.uk)

For independent advice about data protection, privacy and data sharing issues, you can contact the IC. Information on how to raise a complaint is available at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns), and you can also call its helpline on 0303 123 1113.

**By post:** Information Commission  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**By phone:** 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit [ico.org.uk](http://ico.org.uk) or email [casework@ico.org.uk](mailto:casework@ico.org.uk)

## **Contacting us**

If you have any general enquiries about the Fund or your pension benefits, you can contact us at:

**By post:** Pensions  
PO Box 4826  
Shrewsbury  
SY1 9LJ

**By phone:** 01743 252130

**By email:** [pensions@shropshire.gov.uk](mailto:pensions@shropshire.gov.uk)

**Web:** [www.shropshirecountypensionfund.co.uk](http://www.shropshirecountypensionfund.co.uk)