

The RSM UK (2006) Retirement Benefits Scheme

Privacy notice

Adopted on 18 July 2023



Introduction

RSM UK Pension Trustees Limited (the 'Trustee') of the RSM UK (2006) Retirement Benefits Scheme ('Scheme') needs personal data about you to run the Scheme and pay benefits. Similarly, RSM UK Management Limited ('the Scheme's Administrator') and other Scheme advisers ('our Trustee Advisers') will sometimes need to make decisions jointly with the Trustee about how your personal data will be used for those purposes. The Trustee Advisers include the Scheme Actuary (currently Susan McIlvogue of Hymans Robertson LLP).

In legal terms, the Trustee and the Trustee Advisers are 'joint data controllers' in respect of this data. This means that we need to tell you some things about the personal data we have about you and your other dependants/beneficiaries and what your rights are in relation to it.

In this notice (which is known as a 'Privacy Notice'), you will see information about what the Trustee does with your personal data and also what the Trustee Advisers do with it. We describe who to contact if you wish to exercise your rights under data protection laws in relation to the joint use we make of your data.

Except where stated otherwise, 'we' means both the Trustee and the Trustee Advisers where they are acting as joint data controllers in relation to your personal data (as described above).

What personal data we have

We normally hold some or all of the following types of personal data:

- Your name, date of birth, national insurance number and bank account information (where benefits are in payment).
- Your gender (we use this to understand how long you are likely to receive your pension for and as part of your addressee details if we write to you, e.g. 'Mr, Mrs, Ms.').
- Contact details (including your address, phone number and email address).
- If your benefits from the Scheme derive from your employment, details of your employer when you were building up benefits in the Scheme, how long you worked for them and your salary from time to time.
- Whether you are married or in a civil partnership and other information we might need to pay any benefits due on your death.

- Any information you have provided about who you would like to receive any benefits due on your death.
- If your benefits from the Scheme form part of a divorce settlement, details of that settlement.
- Your investments profile choice, where you have historically made additional voluntary contributions.
- Details of any benefits earned in a previous pension arrangement if you have transferred these into the Scheme.
- Correspondence received about you from HMRC, relating to periods of service when you may have been contracted out of the upper tier of the state Scheme.
- Correspondence that we may have received about you from your appointed independent financial adviser.

We may sometimes use other data about you. This could include data about your health where it is relevant to, for example, early payment of benefits from the Scheme, or details about personal relationships to determine who should receive benefits on your death. We might also, very rarely, have information about criminal convictions and offences, but only where it is relevant to the payment of Scheme benefits.



Where we get personal data from

Some of the data the Trustee has comes directly from you. In addition, RSM UK Management Limited, who administers the Scheme on behalf of the Trustee, may have obtained data from you and passed it to the Trustee. The Trustee may then in turn pass data about you to the Trustee Advisers or may instruct the Scheme administrator to do so. The Trustee is the source of the personal data which the Trustee Advisers have about you.

Sometimes the Trustee gets data from other sources, for example:

- From your Scheme employer (for information such as your salary and length of service).
- From another Scheme if you have transferred benefits from that Scheme.
- From government departments such as HMRC and the DWP.
- From publicly accessible sources (e.g. the electoral roll) and from a tracing agency if the Trustee has lost touch with you and is trying to find you.
- From Government records regarding marriage, civil partnerships and divorce to verify marital status.

The Trustee may in turn pass this to the Trustee Advisers (as above).

If the Trustee asks you for other data in the future (for example, about your health), it will explain whether you have a choice about providing it and the consequences for you if you do not do so.

Why we hold personal data and how we share it

The Trustee must by law provide benefits in accordance with the Scheme's governing documentation and must also meet other legal requirements in relation to the running of the Scheme.

The Trustee will use your personal data to comply with these legal obligations, to establish and defend its legal rights, and to prevent and detect crimes such as fraud. The Trustee may need to share your personal data with other people for this reason, such as courts and law enforcement agencies. Use of your personal data by the Trustee to prevent or detect crimes, as well as sharing your personal data with other organisations upon request where they require it to perform their public tasks, will also be on the basis of recognised legitimate interest.

The Trustee also has a legitimate interest in properly administering the Scheme. This includes:

- Paying benefits as they fall due.
- Purchasing insurance contracts.
- Communicating with you.
- Ensuring that correct levels of contributions are paid, benefits are correctly calculated and the expected standards of Scheme governance are met (including standards set out in the Pensions Regulator's guidance).

Where appropriate, we make sure that your own interests are not outweighed or prejudiced by our legitimate interests. In order to achieve this, the Trustee may share your personal data with various people as necessary, including:

- Any new trustees or trustee directors.
- The Scheme employers.
- The Scheme administrator.
- The Trustee Advisers.
- The Trustee's other professional advisers.
- Auditors.
- Insurers.
- HMRC.
- The Pensions Ombudsman.
- The Pensions Regulator.
- The Information Commissioner's Office / Information Commission.
- IT and data storage providers and other service providers (including mailing houses who send out communications on the Trustee's behalf).
- Tracking and tracing services.

As part of the Government's creation of a framework for Pensions Dashboards, designed to help people access information about their pensions in one place, the Trustee is also required by law to match certain members who search on a dashboard with data the Trustee holds about them as well as providing certain information to the dashboards ecosystem. Lumera have been engaged to help the Trustee with these duties which may also include reporting information (which could potentially include personal data) to other bodies including the Money and Pensions Service, the Pensions Regulator and the Financial Conduct Authority.

If your benefits are transferred to another Scheme, the Trustee will also need to provide the administrators of that Scheme with data about you.

When the Trustee needs to use data about your health, it may ask for your consent. However, sometimes there may be reasons of public interest or law which enables the Trustee to use data about your health (or other very personal data such as details about personal relationships relevant to who should receive benefits on your death) without consent and it will do so where that is necessary to run the Scheme in a sensible way. You can withdraw your consent at any time by contacting the Trustee using the contact details given below. This may affect what the Trustee can do for you, unless it has another lawful reason for using your data. For example, if you apply for ill health early retirement and consent to us processing your health data for that, then withdraw that consent, we will usually be unable to consider your application. If you withdraw consent after our processing this will not retrospectively affect the processing that has already happened.

Sometimes we need to use your personal data, including special categories of personal data, in order to establish, exercise or defend legal claims.

The Trustee may also share your personal data with someone else where you have given your consent – for example, where you seek advice from a financial adviser or where you transfer your benefits out of the Scheme.

The Scheme's employers may also have a legitimate interest in contacting you about your benefits under the Scheme and any additional options which may be available to you in relation to those benefits. In such circumstances, the Trustee may share your personal data with the employer so that they can contact you for that purpose.

We may need to share personal data with insurers in relation to purchasing and pricing up insurance contracts called 'annuities' (unless that can happen based on anonymised data). Insurers will use that data to verify the assets and liabilities of the Scheme. We may write to you before purchasing an annuity to ask for up to date information about your spouse/partner/children/other dependents to this end.

We will share your personal data when we purchase the annuity and at that stage the insurer will typically share information with its chosen re-insurer. Sometimes the insurer's privacy notice will mention who its re-insurer is and how to see its privacy notice (either giving you a link to it online or explaining where it can be seen or by

providing a copy of it). The Trustee will usually need to write to members to explain about the particular annuity and who the insurer is. In this way you can know who holds your personal data and how to exercise your rights against them. The following categories of personal data would typically be shared with insurers: Scheme membership ID number; marital status and details about spouse/partner; DOB; information about annual pensions increases; pension/benefit amounts payable; age at retirement; service length and retirement.

Scheme Actuary

The Scheme Actuary is appointed by the Trustee to value the Scheme benefits and carry out other calculations in relation to your Scheme benefits. They will use your personal information for this purpose and they have a legitimate interest in doing so. The Scheme Actuary will also use your personal data to comply with their own legal obligations and may need to share your details with other people for legal reasons, such as courts and law enforcement agencies. The Scheme Actuary may also share it with their own professional advisers, auditors and insurers, IT and data storage providers and other service providers.

Sometimes, your data may be used by the Trustee and the Scheme Actuary for statistical research, but only in a form that no longer identifies you. In some circumstances the Scheme Actuary may also be able to fulfil the purpose mentioned above using information which the Trustee has anonymised before sharing with them.

For further information regarding the Scheme Actuary's role as a data controller in respect of the personal data that they use to carry out their functions please see: <https://www.hymans.co.uk/Scheme-member-privacy-notice>



How to contact the other people we give your personal data to

Some of the people mentioned above just use your personal data in the way we tell them. However, others (including the Trustee Advisers) may make their own decisions about the way they use this data to provide their services, perform their functions, or comply with their regulatory requirements. In such a case, they have responsibilities as data controllers in their own right. This means that they are subject to the same legal obligations as the Trustee in relation to your information and the rights you have in relation to your information apply to them, too.

Details of the entities who we may share your personal data with and links to their own privacy policies can be found below:

- Eversheds Sutherland - <https://www.evershedssutherland.com/en/global/legal/privacynotice>
- Law Debenture - <https://www.lawdebenture.com/privacy-policy>
- S&W Group - <https://www.swgroup.com/legal-regulatory-and-compliance/privacy-notices/>
- LexisNexis - <https://www.lexisnexis.com/global/privacy/en/privacy-policy.page>
- Lumera - <https://lumera.com/en/privacy-policy/>
- RSM UK Management Limited - <https://www.rsmuk.com/privacy-and-cookies/entities-privacy-policy>

If you want any more information from the Trustee Advisers or from any other people who receive your personal data from us, or to exercise any rights in relation to the information they hold, please contact the Trustee and it will put you in touch with the relevant person.

How long we keep your personal data for

We need to keep some of your personal data long enough to make sure that we can satisfy our legal obligations in relation to the Scheme and pay any benefits due to or in respect of you.

The Trustee's current retention policy is that personal data will be retained by the Scheme for so long as you are entitled or may become entitled to benefits under the Scheme. However because trustees of pension Schemes can commonly face complaints or questions from members, former members, other individuals or regulatory authorities many years after a member / beneficiary has ceased to be entitled or prospectively entitled to benefits, it is the Trustee's current policy to retain a member's personal data for 75 years after the members death or a transfer out of the Scheme. However, the Trustee will not retain personal data for longer than is necessary having regard to the purpose for which it is held.

The Trustee will keep this data retention policy subject to review and may update it from time to time to ensure it remains appropriate.



Your rights in relation to your personal data

You have rights in relation to the personal data we have about you. You have the right to:

- Make a request to have your personal data corrected if it is inaccurate and completed if it is incomplete.
- In particular circumstances, restrict the processing of your data.
- In particular circumstances, ask to have your data erased.
- Request access to your data and to obtain information about how we process it.
- In particular circumstances, move, copy or transfer your data.
- In particular circumstances, object to us processing your data.
- Not be subject to automated decision-making including profiling where it produces legal or other significant effects on you.

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.

To exercise these rights, please use the Scheme administrator's contact details, which are set out below. The Scheme administrator can also supply more information about these rights to you, on request.

The Trustee has agreed with each of the Trustee Advisers that the Trustee will be responsible for dealing with requests from you in respect of your rights if those requests relate to the joint use of your personal data described in this notice. This means if you wish to exercise rights against the Trustee and the Trustee Advisers for what they do jointly with your personal data you should contact the Trustee using the details below.

Keeping your data safe

When we pass your data to a third party, we seek to ensure that they have appropriate security measures in place to keep your data safe and to comply with general principles in relation to data protection.

Some of the people we share your data with may process it overseas. This means that your personal data may on occasion be transferred outside the UK. Some

countries already provide adequate legal protection for your personal data, but in other countries, additional steps will need to be taken to protect it.

You can contact us for more information about the safeguards we use to ensure that your personal data is adequately protected in these circumstances (including how to obtain copies of this information).

Transfers outside the UK can happen lawfully if:

- The personal data is transferred at the request and with the consent of the Scheme member in relation to his/her own benefits (or those of a dependant or beneficiary, as appropriate).
- The country to which the personal data is being transferred is deemed to provide for adequate protection for personal data by the UK secretary of state and/or the UK's.
- Information Commissioner who (depending on the circumstances) determine adequacy.
- An appropriate standard contractual clauses contract has been put in place with the third party/parties to whom the personal data will be transferred, containing appropriate safeguards in relation to it.
- The transfer is within a group of companies who have obtained Binding Corporate Rules.



Cookies

Our website uses cookies. For more information, please see our [cookie policy](#)

Making a complaint

Under the Data (Use and Access) Act 2025, you have the right to complain directly to the Trustee about how your data has been used. If you have concerns about the way we have handled your personal data and would like to make a complaint, you can do so in writing to the Trustee via the Scheme administrator at the following address:

RSM UK Pension Trustees Limited

c/o Tracey Llewellyn
Pensions Manager
Portland
25 High Street Crawley
West Sussex
RH10 1BG

Alternatively, you can raise a complaint by email to pensions@rsmuk.com or by telephone +44 (0)1293 591710.

We will process your complaint within 30 days and we will take appropriate steps to investigate the matter. We will notify you of the outcome of your complaint without undue delay.

If you are unsatisfied with the handling of your complaint, you can also complain to the Information Commissioner at the following link: www.ico.org.uk/concerns or call its helpline on 0303 123 11133.

EEA Data Protection Representative

As we are not established in the EEA, we have appointed a data protection representative within the EEA: RSM Ireland Business Advisory Limited t/a RSM Ireland Limited, a company incorporated in the Republic of Ireland (Company Number 506769). You can contact our EEA data protection representative by:

- Writing to the Privacy Officer at RSM Ireland, Trinity House, Charleston Rd, Dublin 6, Republic of Ireland.
- Sending an email to dataprivacy@rsmireland.ie

Queries and further information

If you want more information about what we do with your data and what your rights are, please contact the Trustee via the Scheme administrator at:

RSM UK Pension Trustees Limited

c/o Tracey Llewellyn
Pensions Manager
Portland
25 High Street
Crawley
West Sussex
RH10 1BG

T +44 (0)1293 591710

tracey.llewellyn@rsmuk.com or pensions@rsmuk.com

Review

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