



Data Protection

What it is and why it matters

Helping put you in control of your data

What is data protection and GDPR?

The EU General Data Protection Regulation came into force in all EU and EEA member states on 25 May 2018. Following Brexit, the applicable data protection legislation in the UK is now the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

The UK GDPR and the Data Protection Act 2018 gives individuals more rights in respect of their data, where it is held and what it is used for. The legislation affects all individuals within the UK, meaning that all companies and corporations holding the personal data of individuals within the UK are legally obligated to comply with the legislation.

Personal information and what we do with it

The Trustee of the Scheme needs personal information (known as “personal data”) about you to run the Scheme and pay benefits. For legal purposes, the Trustee is known as the “data controller”, as we decide the purposes for and the means by which the personal information we hold is processed.

Similarly, other parties involved in running the Scheme will sometimes need to make decisions jointly with the Trustee about how your personal information will be used for those purposes. The other party is the Scheme Actuary (currently Mike Smedley of Isio). Please note that any references to the Scheme Actuary in this notice also include a reference to Isio.

In legal terms, the Trustee and the Scheme Actuary are ‘joint data controllers’ in respect of this information. This means that we need to tell you some things about the personal information we have about you and what your rights are in relation to it.

In this notice, you will see information about what the Trustee does with your personal information, and also what the Scheme Actuary does 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 information.

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

Please note that this is the Trustee’s notice, in which it also describes what the Scheme Actuary does with data.

As the Scheme Actuary is also a joint data controller, you are able to see a more complete notice about what the Scheme Actuary does with your personal information below.

Your Personal Data [Click here to view how Isio use your personal data](#)

What personal information we hold

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

- Your name, date of birth, gender, National Insurance number, bank account information (where benefits are in payment).
- 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 information.
- If you have used a pensions dashboard, an online platform where you can access information about all of your pension benefits, a “pensions identifier”, which is a string of characters used to identify your specific benefits under the Scheme.
- 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.
- Other personal information which you voluntarily provide to us in your correspondence or communications and which is about yourself and other people.

Please note: we do not wish to collect additional and what might be unnecessary personal information in this way – please do only send us the categories of personal information we ask you for/or which our administrator (details below) specifically asks you for on our behalf.

We may sometimes use other information about you. This could include information 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 information from

Some of the information the Trustee holds has come directly from you. In addition, Barnett Waddingham, who administer the Scheme on behalf of the Trustee may have obtained information from you and passed it to us.

The Trustee may then in turn pass information about you to the Trustee’s advisers or may instruct the Scheme’s Administrator to do so. The Trustee is the source of the personal information which the Scheme Actuary has about you.

Sometimes the Trustee gets information 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 DWP; and

from publicly accessible sources (e.g. the electoral roll) if the Trustee has lost touch with you and is trying to find you. The Trustee may in turn pass this to the Trustee's advisers (as above).

If the Trustee asks you for other information 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 information 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 information 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 information with other people for this reason, such as courts and law enforcement agencies.

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; and 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 regulatory guidance); and to the extent required to comply with our duties in relation to individuals using pensions dashboards. This includes "matching", where we use personal data that a user has provided to search our Scheme records to check whether that user is a member of the Scheme, and where we collect further personal data from that user in the event of a "possible match".

In order to achieve this, the Trustee may

share your personal information with various people, including: any Trustee Directors; the Scheme employers; the Scheme Administrator; the Scheme Actuary; the Trustee's other professional advisers; auditors; insurers; HMRC; the Pensions Ombudsman; IT and data storage providers and other service providers; and third parties that form part of the "dashboard ecosystem" that enables pensions dashboard services to work, as well as the Scheme's Integrated Service Provider (ISP), which provides a service allowing pensions information from the Scheme to be connected to the dashboard ecosystem. If your benefits are transferred to another scheme, the Trustee will also need to provide the administrators of that scheme with information about you.

The Trustee may also share personal data with any independent financial advisers or other specialist advisers appointed by the Trustee to provide members with financial advice and retirement support.

The Trustee may need to also use special categories of personal data about you. Under data protection legislation, details relating to health, racial or ethnic origin, religious or other similar beliefs, sexual orientation and

political affiliations are regarded as “sensitive personal data”. Except where the legislation allows it, this information cannot be processed or passed to a third party without your explicit consent. 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 information. The Trustee may also share your personal information with someone else where you have given your consent – for

example, 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 information with the employers so that they can contact you for that purpose.

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.

The Scheme Actuary will use your personal information for this purpose and has a legitimate interest in doing so. The Scheme Actuary will also use your personal information 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.

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 him.

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

Some of the people mentioned above just use your personal information in the way we tell them (known as “processors”).

However, others (including the Scheme Actuary) may make their own decisions about the way they use this information 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 us in relation to your information, and the rights you have in relation to your information apply to them, too.

If you want any more information from the Scheme Actuary or from any other people who receive your personal information 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 them.

How long we keep your personal information for

We need to keep your personal information for long enough to make sure that we have enough information to:

- Pay any benefits due to or in respect of you;
- Answer any queries you (or others acting on your behalf) may have about your benefits;
- Respond to any complaints or other claims; and
- Satisfy our legal obligations in relation to the Scheme

To meet this aim, the personal information that we hold will be kept for how long we sensibly think we need it to deal with queries from you or your beneficiaries/other persons who might ask us if they are entitled to payments, complaints (from you or them) and our legal obligations mentioned above. Where there is a maximum limit on how long we can keep certain personal data for, such as in relation to pensions dashboards, we will comply with that restriction.

The Trustee reviews the types of personal information we hold in relation to the Scheme at appropriate intervals. If the decision is taken that certain personal information is no longer needed, the personal information will generally be destroyed, erased, or made inaccessible.

Your rights in relation to your personal information

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

- Make a request to have your personal information corrected if it is inaccurate, and completed if it is incomplete;
- In particular circumstances, restrict the processing of your information;
- In particular circumstances, ask to have your information erased;
- Request access to your information and to obtain information about how we process it;

- Where you have given us your consent to process your personal data, you can withdraw that consent at any time by notifying us. However, withdrawing your consent will not affect the processing of any personal information which took place beforehand and it may be possible for the Trustee to continue

processing your personal data where it is justified; and

- You have the right to complain to the Information Commissioner's Office, or to bring an action before the court, if your personal data rights are not complied with

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 the Scheme Actuary 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 information described in this notice. This means if you wish to exercise rights against the Trustee and the Scheme Actuary for what they do jointly with your personal information, you should contact the Trustee via the Scheme Administrator using the contact details set out below.

Keeping your information safe

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

Some of the people we share your information with may process it overseas. This means that your personal information may on occasion be transferred outside the UK. Such transfers will generally be made relying on UK adequacy regulations. Alternatively, they may be made using the

UK's International Data Transfer Agreement or, where relevant, using the UK Addendum to the European Commission's standard contractual clauses, and where it is determined that the protection for your information would not be "materially lower" after the transfer. You can find copies of the Agreement and Addendum [here](#).

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

Other data controllers

As well as the Trustee and the Scheme Actuary, there are other data controllers who hold and process your personal information.

Aon Solutions UK is a data controller separate and distinct from the Trustee for the secretarial services it provides to the Trustee specifically in relation to handling member correspondence and complaints under the internal disputes resolution process.

Please note that Aon Solutions UK is not what is described above as a 'Trustee Adviser' and that is why you will need to contact Aon Solutions UK directly if you wish to exercise rights against it. Aon Solutions UK is not acting jointly with the Trustee when it makes decisions using personal information about you. This means that you will need to read the Aon privacy notice.

Aon Privacy Notice [Click here to view the Aon Privacy Notice](#)

To find out how Aon Solutions UK processes your personal information and if you wish to exercise rights under data protection laws against them, you can contact them directly at:

Data Protection Officer

Aon Solutions UK Limited (Wealth Solutions UK)

PO Box 730

Redhill RH1 9FH

or email: **RI.UK.PrivacyChampions@aon.com**

Health Partners is a data controller separate and distinct from the Trustee for the occupational health services it provides to the Trustee. Health Partners has its own privacy notice for what it does as a data controller independent of the Trustee and has produced its own "data protection guide" which will be shared with you directly by Health Partners when relevant.

Queries and further information

If you want more information about what we do with your information and what your rights are, or need a printed copy of the information provided in the web links, please contact the Trustee via the Scheme Administrator at:

0333 111 0061 or if you're overseas: **0121 828 0206**

GEAPSmembers@Barnett-Waddingham.co.uk

Normal office hours are 8.30am – 5.30pm, Monday to Friday

**GEAPS Pension Scheme, Pension Administration,
Barnett Waddingham LLP,
3 Devon Way,
Longbridge,
Birmingham,
B31 2TS**

If you believe we are processing your personal information in a way which is inconsistent with the law, you can make a formal complaint to the Trustee by contacting the Aon secretarial team at:

Andrew Brown
Secretary to the Trustee of the GEAPS Pension Scheme
Aon, 1 Redcliff Street, Bristol, BS1 6NP
Tel: 0117 900 4409
Email: andrew.brown.2@aon.com

If having followed the formal complaints process you are not satisfied with our response, you can complain to the Information Commissioner's Office at www.ico.org.uk/make-a-complaint or call its helpline on **0303 123 1113**

Updates to this notice

This notice is the latest version as at June 2026. This notice will be updated from time to time and you can see the current version at any time on the Trustee's website at <https://mygevernovapension.com>