

Buckinghamshire Pension Fund

My Pension Online: Terms and Conditions

By registering for 'my pension online', you are agreeing to the following Terms and Conditions (T&Cs), please read them carefully.

By registering you are agreeing to keep your username and password private to prevent unauthorised access to your account. If you suspect either of the above have been compromised, you will need to amend your security settings for access immediately.

The information shown via this service is based on data supplied to Buckinghamshire Pension Fund (BPF) by your employer (or former employer) but may be subject to change. If you suspect any of this information to be incorrect, please contact us by emailing pensions@buckinghamshire.gov.uk. Any calculations made within this service are applicable to your Local Government Pension Scheme (LGPS) pensions benefits ONLY and do NOT include any pension benefits payable in respect of your in-house Additional Voluntary Contribution (AVC) arrangement. If you have an AVC fund, you can contact the Pensions and Investments' Team directly if you are close to retirement and wish to receive an estimate that takes into account your AVC options. The values generated from any benefit projection within this service are estimated values ONLY and do not confer any statutory rights. They are calculated in accordance with current regulations and are provided on the understanding that they are NOT legally binding. Although we have appropriate provision to ensure that our website and its links are virus-free, you are advised to ensure that you have adequate anti-virus protection installed on your computer. Access to the service may occasionally be unavailable due to maintenance. It can also be affected by your internet service provider or your computer. If you experience connection difficulties, you are advised to retry accessing the service or contact us. Please note that any amendments made to your details or death grant expression of wish will be updated immediately via this service. You are also advised to check that the changes made are correct. If not, please contact us. Unauthorised access to 'my pension online' contravenes the Computer Misuse Act 1990 and may incur criminal penalties as well as damages. Please proceed only if you are an authorised user. Data in respect of your pension record(s) is held in accordance with the General Data Protection Regulations (GDPR) in force. We reserve the right to remove use of this service to any users who misuse the service, or break the agreements consented to in these T&Cs.

Disclaimer

Please note that the information we hold about you as a member of the LGPS has been supplied to us by the employer or employers through whose contract(s) of employment you were admitted to the LGPS. If as a result of inaccuracies in that information it is found that the calculation of any of your pension benefits is incorrect, we will not be held liable and in the event of any dispute over your pension benefits and the appropriate legislation will prevail.

Privacy Policy

Our policy is to respect and protect the privacy of anyone who visits this website. Personal information will only be used for the purpose indicated and will be held securely. It will not be used for any other purpose without your permission and will not be kept for longer than necessary. If you are concerned about providing your personal information online, please contact us and we will arrange alternative means for you to provide this information. We collect IP addresses only for the purposes of system administration and to audit the use of our site. We do not link IP addresses to anything personally identifiable, which

means that while your user session will be logged you will remain anonymous to us. This information tells us which areas of the website are used most and helps us improve the service we offer you. Cookies are used on this website. Cookies are small pieces of information stored by your browser on your computer's hard drive. They are used to give us information about what members look at when visiting the website. They do not identify you but provide us with useful information to help us improve the website. By modifying your browser preferences, you have the choice to accept all cookies, to be notified when a cookie is set or to reject all cookies. The website has security measures in place to protect the loss, misuse and alteration of the information under our control. The website contains links to other sites. We cannot be held responsible for the privacy practices or the content of these sites, nor do we endorse any of these externally linked sites. We offer them only for informational purposes. If you click on any of these links, you should check the privacy policies of these sites and whether the information is accurate and up to date.

The email you provide to register with 'my pension online' will only be used to send you information about your pension specifically and relevant information related to the LGPS. When new documents are uploaded to your online account, you will be provided with a notification email advising you of this. We will, on occasion, write to you directly at the email address provided to communicate with you about your pension. Please be aware that if you have registered using a shared email address, or one which you are aware another party has access to, they will also be able to receive this information. Therefore, if you wish to be the only party receiving this information, please register with an email address that cannot be accessed by any third party. You should also register with a personal email address. This means that when you leave your employment, you will be able to continue to access your account.

The data that BPF holds is processed in accordance with our [main privacy policy](#) available on our website, as well as [Buckinghamshire Council's main privacy policy](#). This should be read in conjunction with the 'my pension online' T&Cs.

Your rights under the General Data Protection Regulations

The right to access – You have the right to request copies of your personal data.

The right to rectification – You have the right to request that BPF corrects any information you believe is inaccurate, or complete any information you believe is incomplete

The right to erasure – You have the right to request erasure of your personal data, under certain conditions.

The right to restrict processing – You have the right to request a restriction of the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to the processing of your personal data, under certain conditions.

The right to data portability – You have the right to request a transfer of the data that we have collected to another organisation, or directly to you, under certain conditions.

If you wish to exercise any of these rights, you should contact us at pensions@buckinghamshire.gov.uk. We have one month to respond to any request regarding GDPR rights.

Should you wish to report a complaint or if you feel that we have not addressed your concern in a satisfactory manner, you can contact the Information Commissioner's Office.

You can do this by phoning the helpline on 0303 123 1113.

Or you can make a complaint online: <https://ico.org.uk/make-a-complaint/>

This privacy policy is kept under regular review. It was last updated on **20 July 2020**