

Purpose of this notice

This notice sets out how we collect and process your data for the purposes of your 121 pensions session. It is important that you read this notice so that you are fully aware of how and why we are using your data.

We may update this privacy notice from time to time. You will be able to see any updates on the Money Matters website.

Data Controller

First Actuarial will be the data controller of the personal data provided to us. This means we are responsible for deciding what personal data about you is required, how it is used and how it should be protected.

How we look after information about you

First Actuarial needs to hold some of your personal information in order to be able to carry out your 121 session in which we will discuss options for your retirement. We are committed to protecting the privacy of the people whose data we use. This privacy notice sets out what personal data we hold about you, the legal basis for using it, your rights, how we use it and the safeguards that are in place to protect it. This is all so that you are fully aware of how and why we are using your data.

We realise this notice is quite long, so we've tried to help by summarising the main points here, but it would still be really useful for you to read the notice in full:

- We collect information in order to provide a 121 session for you;
- The information we have has been provided by you, the Trustees of the Unilever UK Pension Fund and/or Unilever;
- We won't share your information with anyone except for the purposes of providing feedback to the Trustees of the Unilever UK Pension Fund and/or Unilever about who has booked a 121 session;
- In exceptional circumstances we may monitor, record, store and use any telephone, email, virtual meeting or other communication with you in order to check any instructions given to us, for training purposes, to improve the quality of our customer service, or at your request.
- You can contact us at any time to request a copy of the data we hold for you.

This privacy notice does not require any action from you; it is for information purposes only. However, if you do have any questions please contact us at the address shown at the end of this privacy notice.

What personal data do we hold and use?

We hold your personal data to allow us to provide a 121 session for you.

The information we hold on you may include, but is not limited to, some of the following:

- **Personal identifiers** such as name, gender, contact details (email address) date of birth, National Insurance number, member reference number.
- **Personal and family information** such as information on dependants, pension sharing orders, earmarking orders and attachment orders.
- **Pension scheme membership and employment information** such as dates of employment, date joined scheme, date pensionable service commenced, category of membership, details of any transfers of benefits into the pension scheme, details of

any periods of absence and/or breaks in pensionable service, full-time or part-time employment, pension debits or pension credits, details of transfers in, normal retirement age and normal retirement date and pension accrual rates. This can include information on other pension schemes.

- **Contribution details** such as contributions to the pension scheme and any additional voluntary contributions.
- **Financial and investment information** such as contributions paid, basic salary and pensionable salary, total accrued pension, total prospective pension at Normal Retirement Age (including various tranches that make it up), lump sum benefit payable on death in service, spouse's pension payable on death in service, pension increase amounts.
- **Lifetime allowance and annual allowance information**, including details of any Fixed, Primary or Enhanced Protections held or applied for.

Why do we hold information about you?

The lawful reason First Actuarial holds your data is because we have a legitimate interest in:

- fulfilling our duty to Unilever and to the Trustees of the Unilever UK Pension Fund to provide you with a 121 session so that you can better understand your finances and the choices and options available to you at retirement;
- fulfilling our duty to manage the 121 sessions by communicating with you in relation to your 121 session before, during and after the 121 session.

Where did we get your personal data from?

The personal data we hold about you was given to us by you, the Trustees of the Unilever UK Pension Fund and/or Unilever.

Who do we share information with?

We will not give or sell your information to anybody else unless we are legally required to do so. In particular, we will not share your data with any other parties for marketing, market research or commercial purposes. We may share information with the Trustees of the Unilever UK Pension Fund and/or Unilever for the purposes of providing feedback about who has booked a 121.

We will not transfer your data outside the United Kingdom.

How long do we keep your data?

We will need to keep a summary of your 121 meeting for up to seven years in order to be able to demonstrate that we provided unbiased guidance to you in relation to your pensions benefits.

If your 121 meeting is recorded we will keep a copy of this recording for up to one year in case you need to raise a query on your 121. This is to ensure that we can give an accurate response based on the same information you will have.

The remainder of the data supplied by you, the Trustees of the Unilever UK Pension Fund and/or Unilever will be held for a maximum of two years from the date of your 121 session.

Your rights

We never forget that your data belongs to you. Legislation gives you several rights so that you can understand and control how we use your data. You can:

- Ask us for a copy of the information we hold on you
- Ask us to fix any information you believe is wrong
- Ask us to stop using your data
- Ask us to delete your data
- Complain to us about how we use your data.

Whenever possible we will comply with your request. If we can't comply with your request, we will let you know why. If you have any questions on how we use your data or are not happy with our use of your data, please get in touch with us. If you are still not happy with how we use your data, you should contact the Information Commissioner's Office at: www.ico.org.uk or via their telephone helpline (0303 123 1113)

Contacting us

You may contact us for further details on how we use your personal information, or with any other questions about this Privacy Notice, including any requests to exercise your rights.

Data Protection
9th Floor
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Basing View
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RG21 4HG

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