



## Schools' Choice Ltd Client Privacy Notice Pensions Service

Schools Choice Limited, Schools' Choice (Suffolk) Limited and Schools' Choice Group Limited are part of Vertas Group Limited and process personal data to successfully carry out its business functions.

Schools Choice is committed to being transparent about how it collects and uses personal data and to meeting its obligations under the General Data Protection Regulations 2018.

### What we do – Pensions

We manage the administration of Teachers Pensions and non-Suffolk local government pension schemes, including deduction of pension contributions, additional and additional voluntary contributions by our Payroll team.

We also liaise with the Teachers Pensions agency, providing monthly data downloads to them, to ensure all pensions contributions and records are kept up-to-date

### Who We Are

Under General Data Protection Regulations, Schools' Choice Pensions is a data processor. The company contact details are as follows:

Schools' Choice Ltd, Endeavour House, 8 Russell Road, Ipswich IP8 2BX

### Our Data Protection Officer

The company's data protection officer is:

Kate Innes [GroupHR@Vertas.co.uk](mailto:GroupHR@Vertas.co.uk), FAO DPO

### Information we may process and hold:

The company processes and holds a range of information to support the contractual service arrangements with its clients. This includes:

- If you contact our Pensions Administrator, we may keep a record of your personal details you provide and any correspondence.
- If you engage in business activity we will hold personal information relevant to the contract.
- We may also use your details in order to complete client or employee satisfaction surveys which is used for business feedback and continuous improvement purposes. Responding to the survey is optional.
- In some cases, we may collect personal data about you from third parties such as financial regulated authorities and credit checks.



## **Where we store your personal data**

All information you provide to us is stored on our secure servers. Data will be stored in a range of different places on our servers, including our HR & Payroll system, Workflow management system, call recording system and other IT systems (including the company's email system).

The company has internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

Where the company engages third parties to process personal data on its behalf, they do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

Once we are in receipt of your data we will use strict procedures and security features to prevent unauthorised access.

## **Why We Collect and Use This Information**

- To provide you with information, products, or services that you request from us or which we may feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To notify you about changes to our services.

The company needs to process data to enter into a contract with you and to meet its obligations under the contract. In some cases, the company needs to process data to ensure that it is complying with its legal obligations. For example, to comply with health and safety laws.

## **Who has access to data?**

Your information may be shared internally, including with team members within Business Development, Communications and Marketing, HR & Payroll, Governor Services, Finance and IT staff if access to the data is necessary for performance of their roles.

There are times where the company may share your data with third parties in order to obtain financial checks etc.

Authorised staff members of Schools' Choice have access to data and employees of third parties with whom data is shared in order to process Payroll.

The company will not transfer your data to countries outside the European Economic Area. We do acknowledge that our website can be accessed by countries outside of the European Economic Area.

## For how long does Schools' Choice keep data?

Payroll processing information is kept for 6 years in line with UK tax legislation and up to 30 years to meet UK Pension legislation.

We will hold your personal data for the duration of our contract agreement with you. If the contract ends or is not renewed, we will return all personal data held to you. We will retain this information for a further 18 months in order to ensure that you have obtained all information you require as Data Controllers. At the 18-month post termination date, all information will be destroyed or removed.

If you would like us to destroy or remove your data earlier than the 18-month retention period, you should notify us.

**In your role as employer and purchaser of our service, you are the 'Data Controller' and Schools' Choice is the Data Processor.**

## Requesting Access to Your Personal Data

As a data subject, you have many rights. You can:

- access and obtain a copy of your data on request;
- require the company to change incorrect or incomplete data;
- require the company to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to the processing of your data where the company is relying on its legitimate interests as the legal ground for processing.

If you would like to exercise any of these rights, please contact [GroupHR@Vertas.co.uk](mailto:GroupHR@Vertas.co.uk), FAO DPO. If you have a concern about the way we are collecting or using your personal data, we ask that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

## What if you do not provide Personal Data?

You have some obligations under a contract to provide the company with data. If you do not provide certain information it may prevent the company's ability to administer the rights and obligations arising because of the contract relationship effectively.

## Further information

If you would like to discuss anything in this privacy notice, please contact: [GroupHR@Vertas.co.uk](mailto:GroupHR@Vertas.co.uk), FAO DPO