

PRIVACY NOTICE FOR THE AMBULINE LTD RETIREMENT BENEFITS SCHEME

Ross Trustees Services Limited t/a Independent Governance Group (an independent professional trustee company) is the professional corporate sole trustee (the '**Trustee**') of the AMBULINE LTD RETIREMENT BENEFITS SCHEME (the '**Scheme**').

Information we collect about you

You, and Arriva Limited the '**Company**') in its capacity as principal employer of the Scheme, have provided us, and may in future provide us, with information relating to your employment with the Company and your membership of the Scheme.

We hold the following information:

- personal details such as your name, date of birth, email and postal address, national insurance number;
- family details such as whether you are married or in a civil partnership, and details about your children, dependants and other family members;
- employment details such as the pensionable pay you received while in employment, any bonuses you received, and your length of service;
- sensitive personal data (in the course of your employment with the Company and your membership of the Scheme, we may be required to collect and use sensitive personal information relating to you, that is, information about your racial or ethnic origin, political opinions, religious beliefs, trade union activities, physical or mental health, sexual life and sexual orientation or details of criminal offences, or genetic or biometric data); and
- if you have already started receiving your pension, information such as your bank account details and other data necessary for processing payments and fraud prevention.

How we use your information

We use your information to ensure the effective, efficient and accurate management of the Scheme in accordance with the Scheme Rules and the law. This includes using your information to enable us to calculate and pay the correct pension benefits during your lifetime and on your death. We may use your information to enable us to communicate with you.

In order to use your personal information, we must have a lawful basis for doing so. Mostly, the reason that we have for using your information is to enable us to carry out the role of Trustee of the Scheme (known as 'legitimate interest'). Without using your information, we could not operate the Scheme effectively. However, in some situations, we are required by law to use your information, and in limited circumstances we can only use your information where we have your consent to do so. If your consent is needed, and has not already been obtained, we will not use your information until we have sought and obtained your agreement.

Who we share your information with

We will not sell your personal information and we will not transfer it outside of the UK or EEA without appropriate safeguards in place. We will only share your personal data with selected recipients and only where it is necessary to do so for the purposes mentioned above in relation to how we use your information. As at the date of this Privacy Notice, we share your information with the following persons for the following reasons:

- The Scheme Actuary is an independent data controller with the Trustee when providing certain actuarial and consultancy services. For more information on how the actuary uses your data, you can contact them using the details on Schedule 1.
- The Scheme administrator to enable it to provide administration, pension payroll, consultancy and investment services to the Scheme. Further information can be found in Schedule 1.
- The Scheme auditor, to enable it to complete the audit of the Scheme's Annual Report and Accounts. More information can be found at Schedule 1.
- The Scheme legal adviser, to provide legal advice to the Scheme. More information can be found at Schedule 1.

We may also seek to share your data with insurance companies for the purposes of securing benefits where appropriate, and your data would be shared on an anonymised basis wherever possible. Whenever we share your information with a third party, that party is required to enter into a binding agreement that they will use your information only for the purposes for which it is provided, and that they will not pass it on to any other person.

In certain circumstances, we may be required to disclose or share your personal information in order to comply with a legal or regulatory obligation (for example, we may be required to disclose personal information to the police, local or foreign regulators or to judicial or administrative authorities) or where disclosure is both legally permissible and necessary to protect or defend our rights or protect your rights or those of the public.

Any personal information held by us and any third-party will be treated as confidential. We will not sell your personal information to third parties.

Keeping your information secure

The security of your personal information is important to us. We will take all steps reasonably necessary to ensure that your personal information is kept safe and secure in accordance with data protection laws. We will take appropriate measures to protect your personal information against loss, theft, and unauthorised use.

How long we will keep your information

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any pension scheme requirements and, where required for the Scheme to assert or defend against legal claims, until the end of the relevant retention period or until the claims in question have been settled. As an example, pension benefits build up and are paid over a long period. We need to retain your details until at least 6 years after the final benefits are paid in respect of you. If a spouse's or dependant's pension is payable on your death, this may mean that we keep your personal information for some time even after you have died.

We will not keep information longer than it is needed. Once your information is no longer needed, we will take reasonable steps to securely destroy it.

Your rights regarding your information

Under data protection laws you have increased rights in relation to your personal information.

You have the right to access information that we hold about you, and to obtain certain information about how we use your information and who we share it with. In some situations, we may be exempted from providing this information, for example, if doing so would reveal personal information about another person.

You have the right to have any errors in the information held about you corrected. If you wish to request a correction, please explain in detail why you believe the personal information we hold is inaccurate or incomplete.

You also have certain additional rights, for example to have your personal information permanently deleted, to request that we stop processing your personal information, and to request that we transfer your personal information to another party. If the reason why we are able to process your personal information is because you have given consent for us to do so, you may withdraw that consent at any time.

If you would like to exercise any of these rights, please contact us using the contact details at the end of this Privacy Notice. We will need to verify your identity before we can respond to your request.

Complaints

You also have a right to make a complaint about how we use your personal information. Please contact us in the first instance and we will do our best to resolve the matter to your satisfaction.

This does not affect your legal right to complain to the Information Commissioner's Office, which is the UK data protection supervisory authority. You can obtain further information about these rights from the Information Commissioner's Office at: www.ico.org.uk or via their telephone helpline (0303 123 1113).

Contact us

If you have any questions, comments or requests regarding this Privacy Notice or use of your personal information, please get in touch with the Scheme's administrators:

Address: PO Box 163, Blyth, NE24 9GS
Email: ambulinenpensions@isio.com
Telephone: 0330 135 9752

Alternatively, you can email the Scheme's Secretariat team at: ambulinesecretarial@weareigg.com

Schedule 1 – List of Advisers

Actuary	Company – Isio Name of key contact – Phil Jarvest email address – phil.jarvest@isio.com
Administrators	Company – Isio Name of key contact – Patrick Clarke email address – ambulinepensions@isio.com
Auditor	Company – Prime Name of key contact – Joe Laird email address – jalaird@primeaccountants.co.uk
Legal Advisers	Company – Gowling WLG Name of key contact – Thomas Luck email address – Thomas.luck@gowlingwlq.com