



Altro Pension Scheme (the Scheme)

Privacy Notice

This notice explains how the trustees of the Scheme use and protect the personal information that they hold about members and other beneficiaries of the Scheme. Contact details for the trustees are set out at the end of this notice. The trustees change from time to time, but you can find out the names of the current trustees by using the contact details at the end of this notice.

The trustees are a "controller" for the purposes of the data protection laws. The current data protection laws are set out in the UK General Data Protection Regulation (the UK GDPR) and the Data Protection Act 2018 as amended by the Data (Use and Access) Act 2025, referred to as the "Data Protection Laws" in this privacy notice.

You should share this notice with your family and dependants where you have provided us with personal information about them.

What is personal information?

Personal information broadly means information that identifies (or which could, with other information that we hold or are likely to hold, identify) a living individual.

This includes any information provided to us by or on behalf of you, your employer or HM Revenue & Customs in relation to your membership of the Scheme.

What types of personal information might we hold about you?

We will collect and process the information about you that you provide by filling in forms and by corresponding with us and our service providers by telephone, email or otherwise. We will also collect and process information about you that is provided to us by your employer or by HM Revenue & Customs.

We may hold and process any or all of the following personal information about you:

- personal details such as your name, gender, age, date of birth, contact details (e.g. your address and postcode, email, telephone and mobile numbers), and identifiers such as your National Insurance number, pension or member reference number and employee number (where applicable);
- details of your family, lifestyle and social circumstances. This could include details about your current marriage or civil partnership, any previous relationships and details of your family and dependants;
- employment details such as your earnings, length of service, employment and career history, recruitment and termination details, absence record, job title and job responsibilities; other financial details such as about any other income, other pension arrangements, bank account details (e.g. to process pension payments) and your tax code;
- information about your physical or mental health (where there is a legal basis for the processing of such data under the Data Protection Laws – see below);
- information about criminal convictions if these relate to money owed to the employer in circumstances where the employer is entitled to be reimbursed from your benefits; and

- if you have used a pensions dashboard, an electronic pensions identifier and personal data supplied by you to enable your Scheme pension to be located and information about it to be viewed on the dashboard.

Why do we hold this information?

We hold this information because we need it to administer the Scheme. Without your personal information, we cannot provide you and your dependants with the correct benefits, at the right time. For example, we may need this information to verify your membership of the Scheme, to calculate your pension or to assess whether you are entitled to a specific benefit or how the tax rules apply to you.

We may use unique identifier information, such as your National Insurance number, passport number, pension or member reference number and employee number (where applicable) for the purposes of sending communications to you and verifying your identity.

In some instances, we may need to hold and process information relating to your physical or mental health, for example if you are applying for a pension on grounds of ill-health. We will ask for your explicit consent to this, unless there is an alternative legal basis for processing this information under the Data Protection Laws. Once you have given your consent, you can withdraw it at any time by writing to us using the contact details below.

Using your information in accordance with Data Protection Laws

Data Protection Laws require us to meet certain conditions before we are allowed to use your personal information in the way described in this privacy notice.

We rely on a condition that allows us to use your personal information to comply with our legal obligations in relation to the Scheme. We also rely on a condition known as 'legitimate interests' in order to use this information in the way described in this privacy notice. We have legitimate interests to collect and process your personal information as we need this to administer the Scheme and to provide benefits for you and your dependants.

We will keep the amount of personal information collected and the extent of any processing to a minimum.

We will only process 'sensitive' or 'special categories' of personal information under the Data Protection Laws (e.g. information about your health) where you have explicitly consented to this or where there is an alternative legal basis for processing this information under the Data Protection Laws. This may mean that you will be asked to sign consent forms in the future. If you don't consent to our processing this information when asked to do so, it may mean that we are unable to pay benefits to you or your dependants. Once you have given your consent, you can withdraw it at any time by writing to us using the contact details below.

We will only process information about criminal convictions if these relate to money owed to the employer in circumstances where the employer is entitled to be reimbursed from your benefits and either you consent to this or the processing is necessary for the exercise of a legal claim by the employer.

What do we do with the information?

We may use your personal information for a number of purposes relating to the administration of the Scheme, including the following:

- to calculate and pay benefits. This includes providing you with details of your benefits and options under the Scheme and dealing with any queries that you have about these;
- to carry out our obligations arising from any agreement that we have with, or concerning, you and to provide you with the information, benefits and services that you request from us;
- to notify you about services provided to members of the Scheme and any changes to those services or to enable you to access those services;
- for statistical, financial modelling, funding, accounting and reference purposes;

- for internal record keeping;
- for risk management purposes, including the insurance or management of risks or of the Scheme's benefits;
- complying with our legal obligations, any relevant industry or professional rules and regulations or any applicable voluntary codes;
- complying with demands or requests made by any relevant regulators, government departments and law enforcement or tax authorities or in connection with any disputes or litigation;
- in connection with any sale, merger, acquisition, disposal, reorganisation or similar change of Altro's business; and
- to comply with our duties in relation to pensions dashboards.

How long do we keep your information for?

We will hold your personal information on our systems for as long as is necessary for the Scheme to provide benefits to you or your dependants.

So, for example, if your pension is paid from the Scheme when you retire, we will hold your information for the rest of your life, until your pension ceases on your death. If a pension is payable to any of your dependants after your death, we will continue to hold your information until their pensions cease. We will then continue to hold your information for an indefinite period after all benefits payable to you and your dependants have ceased, in case there are any further queries about your membership of the Scheme.

If you cease to be a member of the Scheme (e.g. because you transfer your benefits to another pension arrangement), we will hold your information for as long as you are a member and then for an indefinite period after you cease to be a member, in case any further queries arise about your membership of the Scheme.

Who do we share the information with?

Where appropriate for the purposes of administering the Scheme, we may share your information with:

- the Scheme's administrator, which is currently Isio. The administrator uses the information to administer the Scheme, including to calculate and pay benefits and for compliance purposes (e.g. to assist us in complying with our duties in relation to pensions dashboards);
- the Scheme's professional advisers and auditors. This includes the Scheme actuary (which is currently Keith Poulson) and his employer Aon, the firm that provides actuarial advice to the trustees. It also includes the Scheme's legal advisers Pinsent Masons LLP, its investment consultants, Aon, its auditors BDO and Aon in its capacity providing trustee secretarial services. These organisations use the information when advising the trustees and carrying out their respective professional obligations;
- the Scheme's insurers, including Prudential, and annuity providers (and other insurers or brokers for the purpose of obtaining quotations relating to the Scheme or its benefits), investment managers, banks and other service providers;
- any financial adviser or other organisation appointed by the trustees or Altro Limited to advise you about your options under the Scheme or any adviser appointed by you where you have asked us to provide them with details of your benefits under the Scheme;
- any other person who is authorised to act on your behalf;
- companies within the Altro group and their professional advisers;
- regulators, government departments, law enforcement authorities, tax authorities and insurance companies;

- any relevant ombudsman, dispute resolution body or the courts;
- persons in connection with any sale, merger, acquisition, disposal, reorganisation or similar change in the Altro business;
- a qualifying pensions dashboards provider or the Money and Pensions Service to ensure your information is available to be viewed via a dashboard service; and
- a third party integrated service provider to facilitate the Scheme's connection to the pensions dashboard ecosystem) and enable us to comply with our pensions dashboard duties.

The entities listed above may also share personal data with their own business suppliers, for example in relation to the operation of IT systems or where they outsource part of their services.

Some of these entities may also be controllers under the Data Protection Laws. The trustee board is currently made up of individual trustees and a corporate trustee, Zedra Inside Pensions Limited, who are collectively a data controller. In the first instance you should contact the trustees using the contact details below if you have any queries.

A similar notice is available from Isio at the following web address:

<https://www.isio.com/privacy>

Aon has a notice available at the following web address:

<https://www.aon.com/unitedkingdom/retirement-investment/retirement-investment-services-privacy-statement.jsp>

Prudential (part of M&G plc) also has a notice available at the following web address:

<https://www.mandg.com/assets/shared/documents/en/genm101312608.pdf>

Please note that some of the Scheme's former service providers may continue to hold information about you for their own record keeping purposes once they have ceased to be involved with the Scheme.

Where we store your personal data

The data that we collect from you will usually be stored inside the UK.

However, if you live or work outside of the UK, we may need to transfer your personal data outside of the UK to respond to any queries that you may have. Where this applies, we will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy notice.

Data may also be transferred outside the UK where the Scheme's service providers host data outside the UK. These transfers will be governed by the Data Protection Laws.

We may transfer your data outside the UK to a country which the UK government considers ensures a level of protection of personal data that is not materially lower than UK standards. This would include countries within the European Economic Area (EEA). If the transfer is not approved by the UK government, we may only transfer data if appropriate safeguards are in place and we consider that the level of protection provided for data subjects is not materially lower than UK standards. You can contact us if you would like more information about these safeguards.

Your rights in relation to your personal information

The accuracy of the information that we hold about you is important to us. If any of the information that we hold is inaccurate or out of date, please let us know using the contact details set out at the end of this notice.

You have a number of rights under the Data Protection Laws in relation to the way we process your personal data, namely:

- to access your data;
- to have your data rectified if it is inaccurate or incomplete;
- in certain circumstances, to have your data deleted or removed;
- in certain circumstances, to restrict the processing of your data;
- to claim compensation for damages caused by a breach of the Data Protection Laws.

If you wish to exercise any of these rights, please contact the Scheme Secretary at Aon, 122 Leadenhall Street, London, EC3V 4AN.

We will aim to respond to any request received from you within one month from your request. Access to your data will usually be provided free of charge, although in certain circumstances we may make a small charge where entitled to do so under the Data Protection Laws.

Please note that we may be unable to delete or remove your data whilst we still need this to administer the Scheme – see the section 'How long do we keep information for?' above.

Any complaints?

If you are not happy with the way in which your personal information is held or processed or believe that your data protection rights have been infringed, you have the right to raise a complaint with us.

You can contact us using the details below.

We aim to resolve complaints as quickly as possible and within a reasonable timeframe, taking into account the nature and complexity of your complaint.

If you are not happy with our response, you also have the right to complain about data protection matters to the Information Commissioner's Office (ICO).

The ICO is the UK's independent body set up to uphold information rights. You can find out more about the ICO on its website (<https://ico.org.uk/>). The ICO can be contacted by calling 0303 123 1113 or via its website at <https://ico.org.uk/make-a-complaint/data-protection-complaints/>.

Changes to this privacy notice

This privacy notice is current as at July 2026.

We keep our privacy notice under regular review, and may change it at any time. We will tell you about any significant changes.

Contact us

If you have any queries about this privacy notice, or wish to exercise any of the rights above, please contact the Scheme Secretary at Aon, 122 Leadenhall Street, London, EC3V 4AN.

If you have any other questions about the Scheme, please contact the Scheme Administrators at Isio, PO Box 108, Blyth, NE24 9DY.