

Rothesay



Privacy Notice

Who needs to read this privacy notice?

You should read this privacy notice if you are:

- One of our individual policyholders.
- A beneficiary or potential beneficiary of a policyholder.
- An agent instructed to act on behalf of one of our individual policyholders for example, under a power of attorney.

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About us and our relationship with you

'Rothesay' is the trading name for Rothesay Life Plc, an insurance company established in the UK with company registration number 06127279 and ICO registration Z1003678. We are authorised in the UK by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Our registered office address is The Post Building, 100 Museum Street, London WC1A 1PB.

This Privacy Notice applies to all situations where we process **personal data** about a policyholder, agent of a policyholder or a beneficiary or potential beneficiary in connection with an **individual policy** held directly with Rothesay.

We are a **controller** under **data protection laws**. This privacy notice explains how we use and look after your **personal data**. This privacy notice also tells you about your privacy rights and how the law protects you.

About this document

This privacy notice contains information about:

- The **personal data** that we **process** as a **controller**.
- Where the **personal data** has been obtained.
- The reasons why we **process** your **personal data** and the lawful basis we use to do so.
- The security measures that we have in place to keep your **personal data** secure.
- The length of time we store your **personal data** for.
- The organisations, or categories of organisation, with whom we might share your **personal data**.
- International transfers of your **personal data**.
- The rights you have under **data protection laws** in relation to our **processing** of your **personal data**.

The meaning of words which are shown in **bold underlined** text are explained in the **Glossary**. Throughout this notice any reference to "we" or "us" refers to Rothesay Life Plc.

Please note that we may change this privacy notice from time to time. The latest version of our privacy notice can be found on our website:

> rothesay.com/data-protection

To request a printed copy of this privacy notice please contact us using the contact details contained in the part of this privacy notice headed **Contact details**.

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What personal data do we process?

The categories of **personal data** we **process** include the following:

1. **Policyholder information: Personal data** relating to each policyholder. **Personal data** in this category includes:
 - Name
 - Address and contact information (telephone, email and postal address)
 - Policy or plan identification numbers and references
 - Date of birth
 - Gender
 - Marital status, dependants and next of kin
 - Retirement age
 - Retirement date
 - Login credentials
 - Government identifiers such as passport number or drivers licence number
2. **Beneficiary information: Personal data** relating to any individual that a **policyholder** would like us to consider as a potential recipient of benefits payable under the **individual policy. Personal data** in this category includes:
 - Name
 - Address and contact information (telephone, email and postal address)
 - Date of birth
 - Gender
 - Marital status, dependants and next of kin
3. **Policyholder employment information: Personal data** relating to a **policyholder's** employment that is relevant to the benefits payable to each individual insured under an **individual policy. Personal data** in this category includes:
 - Employer (or former employer) name
 - Job title, job codes, job location, and length of service
 - Pension benefits
4. **Policyholder financial information:** Financial information relating to each individual insured under an **individual policy** to whom we are obliged to pay, or are paying, benefits (including beneficiaries following the death of a **policyholder**). **Personal data** in this category includes:
 - Financial position, status and history
 - Bank details
 - National Insurance number
 - Tax code
5. **Policy administration information: Personal data** processed as a result of administering an **individual policy**. This includes details about payments to and from your accounts, and insurance claims you make.
6. **Agent information:** Contact information of an agent of a **policyholder** who instruct us on their behalf. **Personal data** in this category includes:
 - Name
 - Address (email and postal)
 - Other contact details
7. **Sensitive personal data:** The most common types of **sensitive personal data** we **process** are:
 - Your health information such as those contained within medical reports, test results, details of physical or mental health diagnoses or treatments, and personal behaviours such as smoking habits.

- **Personal Data** relating to criminal convictions and offences for the purposes of detecting or preventing financial crime.

Where the personal data has been obtained.

Personal data will usually be collected from the trustees of the pension scheme who purchased the **individual policy**, the policyholder or any other individual to whom the **personal data** relates. If an **individual policy** has transferred to us from another insurer, personal data will also be provided to us by that other insurer.

There will be instances where we collect **personal data** from other sources. This includes:

1. Tracing agencies and mortality screening companies

We engage tracing agencies to check whether we hold the correct address for an individual insured under an **individual policy**.

We engage mortality screening companies to check whether an individual insured under an **individual policy** is alive.

2. Financial sanctions screening companies

We engage financial sanctions screening companies to ensure that we do not break laws and regulations by making a payment in respect of an individual who:

- appears on a list of financial sanctions targets; or
- is subject to a sanctions programme as determined by any government or law enforcement agency.

The reasons why and lawful bases to process your personal data

The table below provides details of the purpose and the lawful bases upon which we **process personal data**.

Type of personal data	Why do we need it?	Lawful bases for processing
<ul style="list-style-type: none"> • <u>Policy administration information</u> • <u>Policyholder information</u> • <u>Policyholder employment information</u> • <u>Policyholder financial information</u> • <u>Beneficiary information</u> • <u>Agent information</u> 	<p>Administering individual policies</p> <p>We process personal data in order to fulfil our contractual or legal obligations under our <u>individual policies</u>.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Managing our relationship with you, including communicating with you and your representatives. • Managing payments, settlements, claims and transfers. • Managing and responding to queries and complaints. 	<p>Performance of a contract with the policyholder</p> <p>It is necessary to process personal data in order to fulfil our contractual obligations under the <u>individual policy</u> to the <u>policyholder</u> or another party, such as a beneficiary.</p> <p>When we need to process sensitive personal data in relation to your <u>individual policy</u> (such as ill health claims) we would do so under a substantial public interest condition, such as meeting insurance requirements.</p>
<ul style="list-style-type: none"> • <u>Policy administration information</u> • <u>Policyholder information</u> • <u>Policyholder employment information</u> • <u>Policyholder financial information</u> • <u>Beneficiary information</u> • <u>Agent information</u> 	<p>Providing you with services related to your individual policy</p> <p>We process personal data in order to:</p> <ul style="list-style-type: none"> • Ensure your queries are directed to right team. • Store your nominated beneficiary details. • Inform you of additional products or services that we offer to individuals insured under our <u>individual policies</u>. 	<p>Legitimate interests pursued by us or by a third party</p> <p>We have a legitimate interest to ensure we're able to, and be efficient in how we, fulfil contractual obligations, understand and manage customer needs and treat customers fairly and efficiently.</p>
<ul style="list-style-type: none"> • <u>Policy administration information</u> • <u>Policyholder information</u> • <u>Policyholder</u> 	<p>Managing our business</p> <p>We may process personal data in order to manage our business operations more effectively and</p>	<p>Legitimate interests pursued by us or by a third party</p> <p>We have a legitimate interest to ensure we are able to fulfil our</p>

<p><u>employment information</u></p> <ul style="list-style-type: none"> • <u>Policyholder financial information</u> • <u>Beneficiary information</u> • <u>Agent information</u> • <u>Sensitive personal data</u> 	<p>to manage the risks to our business. This includes:</p> <ul style="list-style-type: none"> • Managing our financial position, business capabilities and planning, and corporate governance and audit. • Managing relationships with other companies that provide services to us for your benefit. • Managing risks to our business. • Improving and testing products and services. • Maintaining, testing and improving IT and the information security of systems which hold <u>personal data</u>. • Transferring or selling <u>individual policies</u> to another insurer to support our business objectives. 	<p>legal, regulatory and contractual obligations, understand and manage customer needs and treat customers fairly and efficiently.</p> <p>We have a legitimate interest to operate our business effectively and efficiently as well as ensuring the integrity and functionality of our business and IT processes and systems.</p> <p>We also have a legitimate interest to be able to transfer <u>individual policies</u> to another insurer so we can operate our business effectively.</p> <p>We process <u>sensitive personal data</u> where there is a substantial public interest condition to do so, such as meeting insurance requirements.</p>
<ul style="list-style-type: none"> • <u>Policy administration information</u> • <u>Policyholder information</u> • <u>Policyholder employment information</u> • <u>Policyholder financial information</u> • <u>Beneficiary information</u> • <u>Agent information</u> • <u>Sensitive personal data</u> 	<p>Meeting our obligations</p> <p>We may <u>process personal data</u> in order to fulfil our legal and regulatory obligations in relation to administering <u>individual policies</u>, such as producing and issuing required regulatory documentation and conducting KYC, AML and sanctions checks.</p> <p>We may <u>process personal data</u> in order to fulfil our legal and regulatory obligations in relation to our customers including the identification and support of customers with vulnerable characteristics managing vulnerable customers in accordance with our consumer duties.as required by the FCA to meet our obligations under the Consumer Duty</p>	<p>Compliance with a legal obligation to which we are subject</p> <p>We need to ensure that we operate in accordance with relevant laws and regulations. This includes, but is not limited to, meeting our legal obligations in relation to customers with vulnerable characteristics and the FCA’s Consumer Duty more broadly.</p> <p>When we need to process <u>sensitive personal data</u> we would do so under a substantial public interest condition, such as meeting insurance requirements or preventing or detecting unlawful acts.</p>
<ul style="list-style-type: none"> • <u>Policy administration information</u> • <u>Policyholder information</u> 	<p>Exercising our legal rights and defending ourselves against potential legal claims</p> <p>We process <u>personal data</u> in</p>	<p>Legitimate interests pursued by us or by a third party</p> <p>It is in our interest to ensure that we are able to exercise our legal</p>

<ul style="list-style-type: none"> • <u>Beneficiary information</u> • <u>Policyholder employment information</u> • <u>Policyholder financial information</u> • <u>Agent information</u> • <u>Sensitive personal data</u> 	<p>case we need it to exercise our legal rights, and to defend ourselves against potential legal claims that might be brought against us under the terms of any of our individual policies and/or laws and regulations.</p>	<p>rights and defend ourselves against potential legal claims.</p> <p>We process <u>sensitive personal data</u> where there is a substantial public interest condition to do so, such as preventing or detecting unlawful acts.</p>
<ul style="list-style-type: none"> • <u>Policyholder information</u> 	<p>Event management</p> <p>We <u>process personal data</u> to enable us to deal with any queries from <u>policyholders</u> in relation to events we organise or sponsor and to provide <u>policyholders</u> with opportunities to attend such events.</p>	<p>Legitimate interests pursued by us or by a third party</p> <p>It is in our interest and the interest of <u>policyholders</u> to ensure that we can provide opportunities for <u>policyholders</u> to attend events we organise or sponsor and to assist <u>policyholders</u> with queries in relation to such events.</p>

We may also process **personal data** including **sensitive personal data** to comply with other laws, regulations or criminal reporting requirements that we are subject to. This includes compliance with law enforcement agency procedures in connection with various investigations and compliance with any requirement to prevent or detect unlawful acts.

How do we keep your personal data secure?

Our commitment to corporate security is demonstrated through the implementation of policies, controls and procedures, which are externally certified and audited to the international information security standard, ISO 27001:2013.

Our security policies, controls and procedures are regularly reviewed and updated so that we maintain good practices across our business to keep your information safe.

We have contractual arrangements in place with all of our service providers who **process personal data** in accordance with **data protection laws**. We regularly check that our service providers are complying with their contractual commitments. This includes assessing and reporting on our service providers' information security controls to check their compliance using questionnaires and/or on-site audits.

How long do we store your personal data?

We will only keep your **personal data** for so long as we reasonably required and, in any event, only for as long as our internal rules and policies allow us to fulfil our business or legal and regulatory obligations.

Who has access to your personal data?

We share **personal data** with a variety of other companies to operate our business. However, we only share the **personal data** where necessary to help us satisfy one or more of the reasons for processing set out above.

We have detailed the types of companies with whom we currently share **personal data** below. The companies fall into two categories:

- **Processors with whom we share personal data**

For these companies, we determine the purposes for which the **personal data** we pass to them is **processed** and they should not **process** that **personal data** other than in accordance with our written instructions. Processors with whom we share personal data:

- 1. Third Party Administrators**

We use specialist third party pension administration companies to help us administer the benefits insured under our **individual policies**. This enables us to meet our obligations in accordance with the terms of those **individual policies**. To enable them to do this, we need to provide them with all **personal data** that is relevant for this purpose.

Currently, we engage as administrators, companies trading as:

- Capita Employee Benefits Limited
- Aptia UK Limited
- Towers Watson Limited

- 2. Tracing agencies, mortality screening companies and financial sanctions screening companies**

We use these companies in order to check one or both of the following:

- Whether a **policyholder** or an individual to whom we are paying benefits under an **individual policy** is alive and that the individual's address remains current

- Whether an individual appears on a list of financial sanctions targets or is subject to a sanctions programme

3. IT service providers

Our main IT infrastructure and core software is provided by Goldman Sachs Group, Inc.. This means that **personal data** we **process** is stored on Goldman Sachs' IT systems.

4. Other service providers to our business

Other companies who **process personal data** on our behalf include those who provide day-to-day operational business services such as emails, archiving, document scanning and copying, document destruction and printing.

- **Controllers with whom we share personal data**

For these companies, we do not determine the purposes for which the **personal data** we pass to them is **processed** once it is shared. To understand how the other **controllers process** your **personal data**, you should refer to their privacy notices. Controllers with whom we share personal data:

1. Reinsurers

We provide information about the liabilities insured under our **individual policies** to reinsurers with whom we reinsure some of the risks to which we are exposed under those **individual policies**. The main such risk is that individuals whose benefits we insure live longer than we anticipated. You can request a list of **reinsurers** to whom we have disclosed your **personal data** using the details contained in the part of this privacy notice headed **Contact details**.

2. Trend analysis providers

We provide information to, and use services provided by, third parties to analyse how long people in the UK live and other demographic trends. We use information provided to us by these third parties in connection with the performance of our business. For example, we use it to help us to estimate how long individuals insured under our **individual policies** are likely to live in order to understand our liabilities in respect of individuals insured under our **individual policies**.

3. Other third parties

If we decide to transfer/sell certain parts of our business or our assets, we will disclose relevant **personal data** to the prospective buyer of such business or assets. If we, or substantially all of our business and assets, are acquired by a third party, **personal data** held by us about our policyholders will be one of the transferred assets. If we acquire policies from another insurer and that insurer administers the policies on our behalf for a period of time, then during that period Rothesay and the other insurer will both be **controllers** of the data. We will also share **personal data** with third party event organisers to manage **policyholder** attendance at such events.

4. Professional advisers

We sometimes have to share **personal data** with our professional advisers (including accountants and lawyers) where it is required for the purposes of their advice.

5. Regulators, law enforcement and auditors

We **will share personal data** when requested by regulators, law enforcement agencies or other third parties to comply obligations imposed on us by laws and regulations.

International transfers of your personal data

Where personal data is transferred to and **processed** in a country outside of the UK or the EEA (as

applicable), we take steps to provide appropriate safeguards to protect your **personal data**, including by entering into approved standard contractual clauses obliging recipients to protect your **personal data** and only transferring **personal data** to the extent that an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of **personal data** is ensured in compliance with **data protection laws**.

If you want further information on the specific mechanisms used by us when transferring your **personal data** outside of the UK or EEA, please contact us using the details contained in the part of this privacy notice headed **Contact details**.

Your rights

Under certain circumstances, you have the following rights under **data protection law**:

- The right of access to **personal data** relating to you (known as Subject Access Requests).
- The right to correct any mistakes in your **personal data**.
- The right to require us to delete your **personal data**.
- The right to restrict our **processing** of your **personal data**.
- The right to object to us **processing** your **personal data, including for marketing purposes**.
- The right to have your **personal data** provided to another **controller**.

How to exercise your rights

If you wish to exercise any of your rights, please contact us using the details contained in the part of this privacy notice headed **Contact details**.

Contact details

How to contact us regarding this privacy notice

You may want to contact us to:

- Ask any questions you have in relation to the information contained in this privacy notice.
- Exercise any of your rights under **data protection laws**.
- Request a printed copy of this privacy notice.
- Request a version of this privacy notice printed in large print or braille.
- Request an audio version of this privacy notice.
- Make a complaint (see below).

To contact us you can email our DPO at **dpo@rothesay.com** or write to:

> Data Protection Team, Rothesay Life Plc, The Post Building, 100 Museum Street, London WC1A 1PB

If you live within the European Union, you can also contact our European representative. Their details are as follows:

> Bird & Bird GDPR Representative Services SRL, Avenue Louise 235, 1050 Bruxelles, Belgium

Or email **EUrepresentative.Rothesay@twobirds.com**

How to make a complaint

If you have a problem or concern relating to the ways we **process** your **personal data** or the contents of this privacy notice, please contact us in the first instance.

We hope that we will be able to address the problem or concern to your satisfaction. However, you also have the right to make a complaint to the Information Commissioner's Office. The process for making a complaint to the Information Commissioner's Office is available here: <https://ico.org.uk/make-a-complaint/>. Their contact details are as follows:

> Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Or phone 0303 123 1113

> **ico.org.uk**

Glossary

The terms shown in **bold underlined** text in this privacy notice have the meanings shown below.

Agent information - Contact information relating to any individual entitled to instruct us on behalf of an individual insured under an **individual policy**, including:

- Name,
- Address (email and postal)
- Other contact details

Beneficiary information: Personal data relating to any individual that a **policyholder** would like us to consider as a potential recipient of benefits payable under the **individual policy**. **Personal data** in this category includes:

- Name
- Address and contact information (telephone, email and postal address)
- Date of birth
- Gender
- Marital status, dependants and next of kin

controller: the entity which determines the purposes for which, and the manner in which, any **personal data** is **processed**.

data protection laws: any law relating to the use of Personal Data, as applicable to the Parties, including:

a) in the United Kingdom:

- i) the General Data Protection Regulation (EU) 2016/679 (GDPR) including as adopted by the United Kingdom as a result of its exit from the European Union ("UK GDPR") and the Data Protection Act 2018, and/or any corresponding or equivalent national laws and regulation in the United Kingdom and/or any other applicable jurisdiction; and/or
- ii) the Privacy and Electronic Communications (EC Directive) Regulations 2003, and any laws or regulations implementing Directive 2002/58/EC (e-Privacy Directive) and/or any corresponding or equivalent national laws and regulation;

b) in member states of the European Union (EU) and/or the EEA: the GDPR and the e-Privacy Directive, and all relevant EU and EEA member state laws or regulations giving effect to or corresponding with any of them; and

c) any judicial or administrative interpretation of any of the above.

individual policy a pension annuity policy (issued by us or by another insurer who has transferred that policy to us) which documents the benefits payable by Rothesay to a **policyholder** and to any person entitled to benefits following the death of that **policyholder** (if applicable).

personal data: any information relating to a living identifiable individual, including:

- Information such as names, addresses, telephone numbers, email addresses, photographs, voice recordings and financial information
- Expressions of opinion and indications of intentions about individuals (and their own expressions of opinion/intentions)
- Information which on its own does not identify someone but which would identify them if put together with other information which we have or are likely to have in the future

Policy administration information: Personal data processed as a result of administering an **individual policy**. This includes details about payments to and from your accounts, and insurance claims you make.

policyholder: an individual who has received notification from Rothesay confirming that we have assumed a direct obligation to provide benefits to that individual and who has been issued with an **individual policy** in their own name (either by us or by another insurer who has transferred that **individual policy** to us) or where we have confirmed that we will issue an **individual policy** in due course

Policyholder employment information - Personal data relating to a **policyholder's** employment that is relevant to the benefits payable to each individual insured under an **individual policy**, including:

- Employer (or former employer) name
- Job title, job codes, job location, and length of service
- Pension benefits

Policyholder financial information - Financial information relating to each individual insured under an **individual policy** to whom we are obliged to pay, or are paying, benefits (including beneficiaries following the death of a **policyholder**), including:

- Financial position, status and history
- Bank details
- National Insurance number
- Tax code

Policyholder information - Personal data relating to each of our **policyholders** and any individual that a **policyholder** would like us to consider as a potential recipient of benefits payable under the **individual policy**, including:

- Name
- Address and contact information (telephone, email and postal address)
- Policy or plan identification numbers and references
- Date of birth
- Gender
- Marital status, dependants and next of kin
- Retirement age
- Retirement date
- Login credentials
- Government identifiers such as passport number or drivers licence number

processor: any entity which **processes personal data** on behalf of a **controller**.

Processing, processed or **process**: this covers almost anything a company or individual can do with **personal data**, including:

- Obtaining, recording, retrieving, consulting or holding it
- Organising, adapting or updating it
- Disclosing, sharing or otherwise making it available
- Cleansing, blocking, erasing or destroying it

Sensitive personal data: any information relating to any of the following:

- Racial or ethnic origin
- Political opinions
- Religious beliefs or beliefs of a similar nature
- Trade union membership
- Physical or mental health

- Sexual life or orientation
- Genetic data or biometric data for the purpose of uniquely identifying an individual
- Personal data relating to criminal convictions or offences

Rothsay

'Rothsay' is the trading name for Rothsay Life Plc. Registered in England No. 6127279.
Registered office: The Post Building, 100 Museum Street, London WC1A 1PB.

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and Prudential Regulation Authority. Firm Reference Number 466067.