Dalriada. A better way

Privacy notice for Royal & Sun Alliance UK Pension Scheme 2002

Please read this privacy notice carefully as it contains important information about who we are, what personal data (information) we hold about you, how and why we collect, store and use it, how we may share this information and your rights in relation to your personal information.

Who we are

We as trustees of the Royal & Sun Alliance UK Pension Scheme 2002 (the Scheme) collect and use certain personal information about you. When we do so, we are subject to the UK General Data Protection Regulation (the UK GDPR) and the Data Protection Act 2018. We are responsible as 'controllers' of that personal information for the purposes of those laws. As controllers, we must provide you with the information contained in this privacy notice. Dalriada Trustees Limited (company number NI038344) has its registered office at 27-37 Adelaide St, Belfast, BT2 8FE.

Personal data we collect about you

Personal data is any information relating to an identified or identifiable individual.

We hold the following personal data about you in the course of acting as trustees of the Scheme:

- personal details such as your name, date of birth, gender, contact details (i.e. address, home and mobile phone numbers, email address) and national insurance number;
- employment details such as your employment history (including any breaks in service or where service has been transferred in), pensionable service records, salary information, contribution records;
- details about your family and personal circumstances, such as your marital status, details of your spouse/civil partner, dependants, other family members and death benefit nominated beneficiaries;
- financial details such as your bank account and tax information; and
- if you have accessed a Pensions Dashboard (an online platform where individuals can access information about all of their pension benefits) we may collect an identifier, used to identify your benefits within the Scheme.
- online information such as cookies and IP address (your computer's internet address) if you use our website https://www.dalriadatrustees.co.uk/scheme/rsa2002/

We may also hold 'special categories' of personal data (i.e. sensitive information which comes with additional safeguards under data protection legislation). This may include information about your health, including any medical conditions (for example, if you apply for ill-health early retirement), and as we may hold data regarding your partner, details about your sexual orientation.

How we collect the information

We may collect this information from:

- you (for example when you fill in a pension form, when you contact the Scheme with a query or complaint);
- your employer;
- another pension arrangement (if you have transferred benefits into the Scheme);
- an existing member of the Scheme (if they choose to nominate you for the death benefits that may be due on their death);

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- persons acting on your behalf;
- service providers who help us trace members with whom we have lost contact

How we use your personal information

We will typically use this information for the following purposes:

- to contact you;
- to respond to individual queries, complaints and disputes;
- to establish eligibility for benefits (including following divorce or death of a member, or in cases of ill health or early retirement);
- to comply with obligations arising from administering the Scheme;
- to determine and implement alternative ways of providing Scheme benefits (e.g. by way of a lump sum and/or pension, transfer to another scheme, the purchase of an insurance policy, a merger with another pension scheme);
- to determine and manage Scheme investments and risks
- to determine and manage Scheme liabilities and funding requirements;
- in connection with any corporate activity a Scheme employer may be engaged in.
- to comply with our legal obligation to connect the Scheme to the Pensions Dashboards digital architecture so that members can view information about their benefits securely online. Once connected, you may choose to access your information through the Government-run Pensions Dashboard or through any other qualifying pensions dashboard service you select.

Reasons we can collect and use your personal information

The legal basis on which we collect and use your personal data will be one or more of the following:

- to comply with a legal obligation (e.g. our obligations to you as trustees to administer the Scheme so that you can receive the benefits you are entitled to and make transfers to other schemes);
- to comply with our legal obligations under the Pensions Dashboard Regulations 2022 and related legislation.
- for the performance of a contract with you, or to take steps to enter into a contract;
- for the purposes of our legitimate interests in running the Scheme properly or those of a third party (e.g. your employer), but only if these are not overridden by your interests, rights or freedoms.

Where we hold 'special categories' of personal data, we will explain to you at the time why we need it and how the information will be used. We will only process special categories of personal data where we need to do so to establish a right to a benefit or in other circumstances where we have obtained your prior consent.

Where we are carrying out processing on the basis of your consent, you have the right to withdraw that consent at any time by contacting us on the details provided. Any withdrawal of consent will not impact on the lawfulness of the processing which took place prior to the withdrawal.

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We seek to ensure that our information collection and processing is always proportionate. We will notify you of any material changes to the information we collect or to the purposes for which we collect and process it.

Who we share your personal information with

We share your personal data, including your name, date of birth and address details, with our Scheme administrators, actuaries, advisers, bankers, insurance companies and investment advisers, regulatory bodies, the Pension Dashboard, where relevant, or other professional advisers, in order to manage your benefits and comply with legislative requirement. This data sharing enables us to continue to administer the Scheme in a compliant manner and to ensure our duties as trustees are discharged lawfully.

We will share personal information with law enforcement or other authorities if required by applicable law.

We may share personal information with a Scheme employer; e.g. in connection with member option exercises an employer may want to run in connection with the Scheme.

We may share personal information with third parties that form part of the Pensions Dashboard ecosystem to allow us to comply with our legislative duties. This may involve sharing personal data with non-commercial dashboards and commercial dashboards and with the providers (including the Integrated Service Provider (ISP) and Scheme administrators) appointed to help us connect to the dashboard, match member data and comply with our Pensions Dashboard duties.

As part of these dashboard duties, we may also need to report information (which may include personal data) to other bodies including the Money and Pensions Service, the Pensions Regulator and the Financial Conduct Authority and any dashboard you choose to use.

We will not share your personal information with any other third party.

Third-party service providers such as the Scheme administrator are required to protect your personal information in line with our policies and we only permit them to process your personal data for specified purposes.

Transfer of your information out of the UK

In certain circumstances, your personal data may be processed outside of the UK.

If we (or our service providers) process personal data outside of the UK, we will take appropriate measures to ensure that your personal data is adequately protected in a manner which is consistent with this privacy notice and in accordance with safeguards required by applicable laws.

How long we keep personal data

We will keep your personal data for no longer than is necessary for to fulfil our legal obligations in relation to the trust. Given the long-term nature of a pension scheme, this inevitably means that your personal data will be kept for a long period of time, including after you have ceased to be entitled to Scheme benefits (to deal with any queries or complaints which may arise in relation to the administration of the scheme or in the event of a legal claim to show that we have administered the trust correctly). Personal data will typically be held until the Scheme has wound-up.

Your rights

Under the UK GDPR you have a number of important rights free of charge. In summary, those include rights to:

– fair processing of information and transparency over how we use your use personal information;

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- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address;
- require us to correct any mistakes in your information which we hold;
- require the erasure of personal information concerning you in certain situations;
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations;
- object at any time to processing of personal information concerning you for direct marketing;
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you;
- object in certain other situations to our continued processing of your personal information; and
- otherwise restrict our processing of your personal information in certain circumstances.

Your rights to access, rectification and restrictions set out in this paragraph, apply to dashboard processing also

For further information on each of those rights, including the circumstances in which they apply, see the Information Commissioner Office guidance at - https://ico.org.uk/for-the-public/

If you would like to exercise any of those rights, please:

- email, call or write to us, and
- let us know the information to which your request relates, including any account or reference numbers, if you have them.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost or used or accessed in an unauthorised way.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that we can resolve any query or concern you raise about our use of your information. If you have concerns about how your personal data is being used, you may raise a complaint with the Trustees via the Trustee Internal Dispute Resolution Procedure. You can obtain a copy of this by writing to the Scheme administrators at Isio Group Limited, PO Box 108, Blyth, NE24 9DY. We will acknowledge your complaint within 30 days and respond without undue delay.

You also have the right to complain to the Information Commissioner. The Information Commissioner may be contacted at https://ico.org.uk/concerns/ or telephone: 0303 123 1113.

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Changes to this privacy notice

This privacy notice was published on 12 June 2026 and last updated on 12 June 2026.

We may change this privacy notice from time to time. When we do, we will inform you. Please contact us using the details provided if your personal data changes at all.