

Getting the data right for your workplace pension scheme

It's great that you're moving your scheme across to Royal London, so let's make sure we get you set up correctly first time.



Get your
data ready

In this guide we'll tell you all about the data we need from you. The information in the next section will be a handy reference point when you're pulling your data together.

Your implementation manager can answer any questions that you might have. They'll also give you a helpful sample data template which you can use to create your file and ensure it's in the correct format.



Formatting tips

- Remove any totals or sub totals
- Remove any blank rows
- Remove £ signs and commas/full stops, in particular within salary figures
- Remove % signs when inputting contribution rates
- Don't include any special characters, calculations or formula
- Remove all unnecessary spaces, in particular within National Insurance numbers
- Input all dates in DD/MM/YYYY format



Important information

Before we move on, there are a couple of important points to mention:

- Firstly, we need to recreate your workers' records on our systems, so it's really important that your data is accurate and up to date at the point your workers are moved across to Royal London. This will help make sure you remain compliant and meet your employer record keeping duties.
- Your file should only include active members of your existing scheme who are to be re-enrolled into your new Royal London scheme.

The data we need

This table gives you information about the details we need for each member of your pension scheme.

These first few fields are all mandatory, so we need this information for each of your workers.	
Title	
First name	
Last name	
Sex	Input 'Male' or 'Female' and ensure that this matches with Title
Date of birth	
National Insurance number	
Company start date	
Payroll reference	If your workers have a unique payroll reference and you want us to record this to help you identify workers on the Royal London system, you'll need to provide this information. Otherwise this field can be left blank.
Address line 1	We need these details so that we can send important information to your workers.
Address line 2	
Address line 3	
Address line 4	
Postcode	
Annual salary (£)	We use this to calculate expected contribution amounts and to give illustrations of future benefits to your workers. For workers with fluctuating earnings, input the most representative annualised salary figure.
Category identifier	Include this if your scheme has more than one category. Your Implementation Manager will let you know if this applies to you.
Worker contribution (%)	We use these to calculate expected contribution amounts and to give illustrations of future benefits to your workers.
Employer contribution (%)	You should provide these numbers as a gross percentage of annual salary, not as fixed monetary amounts. If these fields are left blank, we'll apply the scheme default contribution rates.
Salary exchange	If your scheme has been set up with salary exchange/salary sacrifice, does the worker have their personal contributions paid on a salary exchange/salary sacrifice basis? Input 'Yes' or 'No'
Re-enrolment date	We need this information for all existing active members. This will be the date that the worker will immediately be re-enrolled into your new scheme.

Further information

If you would like more information about anything contained within this guide, please speak to your scheme implementation manager or your usual Royal London contact.

How we'll use your data

To provide these automatic enrolment services, we'll need personal data for those workers who are members of the pension scheme. To make sure you can have confidence about your responsibilities around providing this data, here's some information on how we'll use and protect it.

Data protection

We comply with the General Data Protection Regulation (GDPR) and Data Protection Act 2018 (Act) and any statutory regulations and codes of practices made in relation to personal data. It's important that all personal data that you provide to Royal London on behalf of your company, has been collected fairly and lawfully and in accordance with the requirements of the Act. It is also important that the information that you pass on to us is accurate and up to date. If you have any concerns about providing this information, we recommend that you contact your own advisers or the Information Commissioner's Office for further advice and guidance.

Access and use

All data will be stored securely, and you'll have access to the relevant data via our online service. We can set up different levels of access for users of our online service and the data stored within it. As part of the setup of your automatic enrolment scheme, we'll agree the access levels that should be given to administrators and will set up user accounts to reflect this. The access levels for administrators can be changed at any time.

How we will use the data

As part of our pensions administration services, we may pass personal data onto third parties to allow us to provide

our services, if we are under a legal obligation to do so or where we have permission to do so.

- We'll use the information supplied and information we obtain from other sources for administering the scheme, customer services and crime prevention.
- We will retain the personal data shared for as long as it is considered necessary for the purpose for which it was collected, and to comply with our legal and regulatory requirements. In the absence of specific legal, regulatory, contractual requirements or technical reasons, your personal data is kept for 7 years after our relationship with you has ended. However, there are exceptions to this.

Overseas transfers

We sometimes use third parties located in other countries to provide support services. As a result, the personal information that is shared may be processed in countries outside the European Economic Area (EEA).

These services will be carried out by experienced and reputable organisations on terms which safeguard the security of the information and comply with the European data protection requirements. Some countries have been assessed by the EU as being 'adequate', which means their legal system offers a level of protection for personal information which is equal to the EU's protection. Where the country hasn't been assessed as adequate, the method we have chosen is 'standard contractual clauses'.

For a full understanding of the personal data that we collect and how we use it, please refer to our [Pensions Privacy Notice](#)³. A copy of this notice is provided to those who are enrolled in the pension schemes that we manage and administer.

3. www.royallondon.com/legal/privacy/intermediary-pensions-privacy-notice/

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