

Avon Pension Fund

Local Government Pension Scheme

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My Pension Online - Service Terms & Conditions

In these Terms & Conditions the following words have the following meanings:

- **My Pension Online** is the name of the online service you are accessing.
- **Record** means any pension record which **you** hold and access via **our** online service.
- **Password** and **username** mean the password and name **you** use to identify yourself when you use **our** online service.
- **We, us** and **our** means Avon Pension Fund, administered by Bath and North East Somerset Council.
- **You, your** and **yourself** refer to the person who has entered into this agreement with us.
- **Device** means **your** Mobile, Tablet, PC or alternative supported browser method.

These Terms & Conditions apply to **your** use of **our** Online Service in relation to Pension **record(s)** **you** hold. They explain the relationship between **you** and **us** in relation to **our** online service.

1. You are responsible for keeping **your username** and **password** private to prevent unauthorised viewing of **your** account. If **you** suspect either of the above have been compromised you will need to amend **your** security settings for access immediately.
2. The information shown via **My Pension Online** is accurate as at the date shown but may be subject to change. If you suspect any of this information to be incorrect, please contact **us** by emailing avonpensionfund@bathnes.gov.uk
3. Please note that any amendments made to **your** contact details will be updated immediately through **My Pension Online**. **You** are also advised to check that the changes made are correct. If not, please contact **us** by emailing avonpensionfund@bathnes.gov.uk
4. Data in respect of your pension **record(s)** is held in accordance with Data Protection legislation in force.
5. Access to **My Pension Online** may occasionally be unavailable due to maintenance. It can also be affected by **your** Internet Service Provider, **your** Internet connection or the **device you** are using. If **you** experience connection difficulties you are advised to retry accessing **My Pension Online** or contact **us** by emailing avonpensionfund@bathnes.gov.uk
6. Although we have appropriate provision to ensure that **our** website and its links are virus-free, **you** are advised to ensure that **you** have adequate anti-virus protection installed on **your device**.
7. The values generated from any benefit projection within **My Pension Online** are estimated values only and therefore do not confer any statutory rights. They are calculated in accordance with current regulations and are provided on the understanding that they are not legally binding.
8. Any calculations made within **My Pension Online** are applicable to **your** Local Government Pension Scheme benefits only and therefore do not include any benefits payable in respect of any in-house Additional Voluntary Contribution (AVC) arrangement you may have. If you are an AVC contributor, and **you** wish to receive information regarding **your** options upon retirement, please contact **us** by emailing avonpensionfund@bathnes.gov.uk.
9. Unauthorised access to **My Pension Online** account contravenes the Computer Misuse Act 1990 and may incur criminal penalties as well as damages. Please proceed only if **you** are an authorised user.
10. The Fund is expanding its capacity for digital communications, and the default communication method has been set to reflect this. Therefore, if the Fund has the means to communicate with a member via a digital method, i.e. email, it will do so in the first instance. The member can opt to receive information via printed communication if they prefer to do so. The member's communications preference can be changed at any time.