

Online services for employers



Authorisation Form

BCC Instruction: Please scan as ECOMM-REG-CSE to GPPREG

Scope

1. Save for the Auto-Enrolment Manager for Employers (AME), these terms and conditions apply to all/any of our online services for which you have registered or are made available by us for your use. There are separate terms of use governing our Auto-Enrolment Manager for Employers (AME). You will be asked to accept the AME terms of use if you apply to use AME.
2. We may notify you of and ask you to accept any additional terms and conditions online and/or by revisions to this document.

Security

3. Access to our online services is controlled by each user having a unique Online Account Number (OAN) and Personal Identification Number (PIN) or other security identification data or token. Multiple users using one OAN is not allowed.
4. If you register for our electronic services, then you should provide us with an e-mail address to which we shall forward the password-protected communication. If you need to change the e-mail address to which the password-protected document communications are to be sent, then you should do via email to amesup@aviva.com. You also agree to ensure a virus-free scan is performed before any data is sent to us using a current version of software suitable for this purpose.
5. We will provide a sealed password for the authorised persons nominated. We will require them to use this password when sending password-protected data to us and to access data provided by us. We undertake to use the password when sending details to the named individual which we deem to be sensitive. You authorise us to treat password-protected instructions sent to us in this way as being instructions from you. We accept no liability for any losses arising following these instructions.
6. You are responsible for ensuring that each user within your organisation protects his/her own PIN (or other security identification data or token) and is under an obligation:
 - **not to share OAN and PINs (or other security identification data or token);**
 - not to leave a computer (which, for the purposes of this document, includes portable computing devices) unattended whilst the browser, e-mail or other document is active; and
 - not to allow a session to be accessed by anyone else; and
 - to change the PIN or OAN immediately and contact us if the security of the PIN or OAN has been compromised; and
 - to destroy or securely store any information printed off.
7. If a computer on which any of our services have been used is sold or leaves your control for any reason you must take all reasonable steps to ensure that all our data, including temporary Internet (cached) files are removed.
8. You are responsible for ensuring that any software used to access our online services has adequate security features to protect your Online Account Number and PIN (or other security identification data, password or token) and in particular you must ensure that such security features are in place whenever you leave your computer unattended.
9. We will accept no liability for any consequential loss or damage, however it may be caused, arising from the use or operation of the electronic media or the password protection or the document / information which you download from them.
10. We will not accept liability for any misuse of any password-protected information forwarded to you.

Data protection – Data about you

11. For each online session, we will gather information relating to the identity of the user, the time of use, and the way in which the user has navigated through our web site and our online services. This information may be used for administrative or security purposes.

Data protection – Member data

12. We will allow your nominated scheme administrator(s) access to Scheme Level and Category Level data relating to the Pension Plan(s) for which you are the designated Employer.
13. To comply with Data Protection guidance we require you to check that you still have authority to act on behalf of any members of the pension plan(s) whose details you or your nominated administrator's access on our online systems.
14. The data held on our systems belongs to the Aviva Group. Your nominated scheme administrator(s) are only authorised to use it in connection with administration of your pension plan(s).

15. If you access data to which you are not entitled, due to our error or yours, you have no authority to use it and must notify us immediately. Data to which you are not entitled includes, in particular, data relating to an individual who is no longer or never has been a member of your pension plan or personal data about a member of your plan which does not relate exclusively to information concerning their membership contributions paid by or for them to a pension plan.
16. Employee Consent – where employee payments are made to Your Company Pension or Your Company Stakeholder Pension Plans, you confirm that the employees consent has been obtained to join the scheme and deduct payments from salary and that this consent will also be obtained for any future new entrants.

Additional users

17. You may nominate additional administrators for online access to your pension plan(s) at any time. Requests may be made by letter, fax, e-mail or telephone, but must always be confirmed in writing by the authorised signatory (see below).
18. We will contact you for authentication of the request. Subject to any other checks we consider necessary the additional individual(s) will be set up.

When a user leaves your organisation

19. For our mutual protection, when authorisation is withdrawn for a nominated scheme administrator(s) to access your pension plan(s) (for example, if they have left your employment), you must call us on 0800 158 2561 immediately so that we can disable their access to our online services. OAN access must not be passed on to other users.
 - You must also notify us in writing by fax, e-mail or post within 24 hours of the authorisation being withdrawn.
 - We will acknowledge revocation of a nominated scheme administrator's access by sending you a confirmation communication.
 - Should you fail to advise us that a nominated scheme administrator has left your organisation and has ceased to act with your authority, we will not accept liability for any loss or damage suffered by you or your members arising from their continued access to our online services.

Revoking access

20. We will also revoke any OAN which is not used for a period of 13 months.

Availability/alteration of services

21. Availability of our online services depends on our own systems availability and Internet availability. We will not accept liability for unavailability of the system for any reason.
22. We may amend, extend or withdraw any online service at any time.

Additional conditions for policy information

Information Available

- The details available under each policy are for illustrative purposes only.
- The date when the information was last updated will always be shown on the screen or document.
- You or your nominated administrators will be responsible for ensuring the confidentiality of any information. All information must be used only for the purposes of administration of the pension plan and you will be responsible for any misuse of personal data communicated to you.
- If you register for our electronic contribution facility, you must use the standard format outlined, any change to the format must be agreed in advance.
- If you register for our electronic contribution facility, you agree to use software specified by us on the application form before sending data to us. Use of any other software must be agreed in advance of the data being sent to us.

Errors and Omissions

- It is your responsibility to ensure the employee details you send us are accurate and up to date. If you become aware that any information is not accurate or up to date you must notify us immediately. Rectifying these errors may incur a charge.
- We endeavour to keep our records up to date at all times. However, there may be changes of which we have not been notified or delays in updating our records. If you access a record or document that contains errors or omissions please tell us immediately.
- The details available are for illustrative purposes only and should not be relied upon in isolation. We will not accept liability for any claims by you and/or your members for damages or loss arising from an inaccurate record. Formal illustrations are available on request.

Compatibility

- We give no warranty that any of the media options available under our electronic facility will be compatible with the hardware or software on which you will download or process the information and can give no guarantees over the level of security of the methods used.

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Please complete the relevant sections of the form below sign and return to: Aviva BCC, PO Box 520, Norwich NR1 3WG.

Scheme Name

Scheme number:

Authorisation

I confirm that the following individuals are to have their access to Aviva Online Services revoked or set up as appropriate.

Setting Up Access

For schemes with more than one category, please state which categories each nominated individual can access:

It is strongly recommended that at least one deputy is nominated to cater for holidays and illness.

Please setup the following individual with online access.

Title: Mr Mrs Miss other

1. Name: Email address:

Company name

Work address:

Contact telephone number

Postcode: Category No/Name or state "All"

Has the individual got an existing online account with Aviva? Yes No

If yes what is your online account number

Title: Mr Mrs Miss other

2. Name: Email address:

Company name

Work address:

Contact telephone number

Postcode: Category No/Name or state "All"

Has the individual got an existing online account with Aviva? Yes No

If yes what is your online account number

Title: Mr Mrs Miss other

3. Name: Email address:

Company name

Work address:

Contact telephone number

Postcode: Category No/Name or state "All"

Has the individual got an existing online account with Aviva? Yes No

If yes what is your online account number

Title: Mr Mrs Miss other

4. Name: Email address:

Company name

Work address:

Contact telephone number

Postcode: Category No/Name or state "All"

Has the individual got an existing online account with Aviva? Yes No

If yes what is your online account number

Title: Mr Mrs Miss other

5. Name: Email address:

Company name

Work address:

Contact telephone number

Postcode: Category No/Name or state "All"

Has the individual got an existing online account with Aviva? Yes No

If yes what is your online account number

Revoking Access

Please revoke the following individual's online access.

1. Name: Email address:

Any previous surnames Online Account Number (if known)

2. Name: Email address:

Any previous surnames Online Account Number (if known)

If you need additional space, please use a photocopy of this page of the form. Any individual requiring access must be listed or notified to us in writing.

E-mail Notifications

Is there a new point of contact for the scheme? Yes No

If so what is their name, address and telephone number?

Please specify only one e-mail address to send any notifications to

I authorise the above individual(s) on behalf of the whole organisation I represent

Signature:

Print Name:

Position:

Email address:

Address:

Company/Firm:

Telephone:

Date:

NB The person who signs should be your Managing Director, other company director, a partner or sole proprietor as appropriate.

This form must be forwarded to: Aviva BCC, PO Box 520, Norwich NR1 3WG / Email to registration@aviva.co.uk

Our email system and the way we deal with data internally is secure. However, we are unable to ensure the security of emails before they reach us. Please consider this when sending us sensitive information.

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 Telephone 0800 145 5744 – calls may be recorded.

