



EMPLOYER SELF-SERVICE ACCEPTABLE USE POLICY

FEBRUARY 2023



West Midlands Pension Fund

PURPOSE

This policy sets out to ensure that WMPF (the Fund) Employer Self-Service users understand their responsibility for the appropriate use of the Employer Self-Service (ESS) and the data contained therein.

GENERAL PRINCIPLES

All users will:

- Be responsible for their own actions and act according to the principles of this policy and wider data protection regulations.
- Immediately report any actual or suspected data breach or cyber security incident to WMPFEmployerLiaison2@wolverhampton.gov.uk.
- Not use data for illicit purposes (including violation of any law or regulation).
- Not disclose confidential or personal information
- Not use corporate information for purposes other than legitimate pension administration.
- Abide by the [terms and conditions](#) of Employer Self-Service access.
- Access their account at least once a year, otherwise access will be revoked.
- Abide by the standards set out in the [Employer Memorandum of Understanding](#).

Superusers will (in addition to the above user principles):

- Grant the relevant level of access to users employed by the organisation where access is required in order to perform the required and necessary administration duties in relation to the WMPF.
- Revoke user access where access is no longer required by a user, either due to a change in role or where that user is no longer in employment with the organisation, no later than the last date at which the user is employed in that role.
- Regularly review the user information to ensure it is up to date and accurate at all times and notify the Fund immediately where there are inaccuracies.

- Assist general processing users with the unlocking of accounts and resetting of passwords.

USER IDS AND PASSWORDS

All users will:

- Protect usernames, passwords, and security questions/answers appropriately.
- Have a unique User ID supplied by the responsible organisation's Superuser.
- Be responsible for any actions performed through the use of their User ID.
- Change the default password and set up security questions and answers when they first access ESS.
- Create a password that is a minimum of eight characters long and contains at least one upper-case letter, one lower-case letter, one number and one of the following special characters: @#\$%^&+=, and which must not contain elements of the User ID.
- Change their password regularly (a maximum duration period will be enforced).
- Log out of ESS when it is not in use.
- Not share or disclose their own user credentials or record them in any way that would allow access to ESS by unauthorised individuals.
- Not use another ESS user's credentials for the purposes of accessing the Hub.

MANAGING AND PROTECTING INFORMATION

All users will:

- Understand that they have a legal responsibility to protect personal and sensitive information.
- Access scheme member and employer data for the sole purpose of the provision of member and employer data to the Fund, or to assist members with queries.
- Not access ESS in a public place.
- Not attempt to access personal data unless there is a valid need appropriate to their job role.

- Not disclose member or employer data unless authorised by the officers that are responsible for that data, in accordance with data protection legislation and their organisation's policies and procedures.

The City of Wolverhampton Council is a Data Controller under the Data Protection Act 2018. For more information on how the Council manages personal data, please visit www.wmpfonline.com/datamanagement

The Fund's Privacy Notice sets out how we manage member's data, including who it is shared with and for what purpose it might be used. A copy of our Privacy Notice can be found at www.wmpfonline.com/privacynotice. A hard copy is available upon request.

TERMS AND CONDITIONS

By registering for, or logging into, Employer Self-Service you are agreeing to do so under the terms of the Computer Misuse Act 1990 and prevailing data protection legislation. Unauthorised access to online accounts contravenes the Computer Misuse Act 1990 and may incur criminal penalties as well as damages.

These terms and conditions govern your use of Employer Self-Service and by accessing Employer Self-Service you agree to be bound by them. If you do not agree to these terms and conditions, you must not use Employer Self-Service.

We reserve the right to change these terms and conditions at any time, without notice, by updating this usage policy, and your continued access to or use of this site will constitute your acceptance of any such changes.

References to "you" or "your" are references to any person accessing Employer Self-Service "ESS". References to "we", "us" or "our" are references to the West Midlands Pension Fund.

Personal data:

By registering for Employer Self-Service you are confirming that you understand your obligations under data protection legislation regarding the collection, storing, and processing of personal information that is provided to you by individuals as 'data subjects' of the West Midlands Pension Fund.

To protect any personal information held, the Fund has an obligation to operate in line with the Data Protection Act 2018. The Fund may, if required, pass certain details onto third-party organisations in instances whereby they are carrying out administrative functions of the Fund, for example the Fund's Actuary. The Fund may respond to requests for personal information from other public bodies, e.g., HM Revenues and Customs (HMRC) in connection with their statutory duties.

The Fund's Privacy Notice, sets out how we manage members data, including who it is shared with and for what purpose it might be used. A copy of our Privacy Notice can be found at www.wmpfonline.com/privacynotice. A hard copy is available upon request.

We do not guarantee that ESS, or any content on it, will always be available or be uninterrupted. We will not be liable to you if for any reason ESS is unavailable at any time or for any period. We may – in our sole discretion – suspend, withdraw, terminate, or change your access to or use of ESS for any reason, including, without limitation, where we believe that you have not acted in accordance with the Acceptable Use Policy for ESS.

Any information chosen by, or allocated to, you as part of our security procedures must be treated as confidential. You must not disclose it to any third-party.

We have the right to disable your user account at any time if, in our reasonable opinion, you have failed to comply with any of the provisions of these terms and conditions or the Acceptable Use Policy.

If you know, or suspect, that anyone other than you knows your security credentials, you must promptly notify the Fund at [WMPFEmployer Liaison2@wolverhampton.gov.uk](mailto:WMPFEmployerLiaison2@wolverhampton.gov.uk) or call us on **0300 111 6516**.

Nothing contained on ESS constitutes financial, investment, legal, tax or other advice and is not to be relied upon in making a financial, investment or other decision. You should obtain relevant and specific professional advice before making any financial or investment decision.

Although we have taken all reasonable care to ensure that the information provided on ESS is accurate, we give no warranties, undertakings or representations of any kind, either express or implied, to the full extent permitted under applicable law with regard to all or any part of the content or materials, the accuracy, timeliness or completeness of any such information.

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Version control

Version	Responsible Officer	Change	Date	Next Review
1.0	Assistant Director Pensions	Pension Administration System Transition	February 2023	2025/2026

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