**mypension - Service Terms & Conditions**

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

- **mypension** is the name of the online service you are accessing.
- **Password** and **username/login name** mean the password and name **you** use to identify yourself when you use **our** online service.
- **We, us and our** means South Tyneside Council providing pension services for Tyne and Wear Pension Fund and Northumberland County Council Pension Fund.
- **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 **mypension** 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** securely through mypension.

3. Please note that any amendments made to **your** contact details will be updated immediately through mypension. **You** are also advised to check that the changes made are correct. If not, please contact **us** securely through mypension.

4. Data in respect of your pension **record(s)** is held in accordance with Data Protection legislation in force.

5. Access to **mypension** 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 mypension.

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 **mypension** 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 **mypension** 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. However when you retire we will provide you with the options and amounts due from your AVCs.

9. Unauthorised access to **mypension** 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.