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STATUTORY INSTRUMENTS

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**2022 No. 1220**

**The Pensions Dashboards Regulations 2022**

**PART 2**

Prescribed requirements for qualifying pensions dashboard services

**Operational information and reporting**

- 11.**—(1) A provider must provide operational information upon request to any of the following—
- (a) the Money and Pensions Service;
  - (b) the Regulator;
  - (c) the Financial Conduct Authority;
  - (d) the Secretary of State,

in accordance with reporting standards published from time to time by the Money and Pensions Service or by the Regulator or by the Financial Conduct Authority.

- (2) In this regulation, “operational information” means information that is relevant to—
- (a) the operation of pensions dashboard services;
  - (b) monitoring compliance with the requirements prescribed in this Part;
  - (c) supporting the functions of the Regulator in respect of Parts 3 and 4 of these Regulations.
- (3) Information referred to in paragraph (2) may include (but is not limited to)—
- (a) analytical and statistical information relating to the delivery of pensions dashboard services;
  - (b) information on missing data, data formatting, and data received from pension schemes;
  - (c) survey data collected from its users to assist with evaluation of the pensions dashboard service;
  - (d) information on—
    - (i) the number of view requests issued in respect of each pension scheme;
    - (ii) view data returned by pension schemes in response to view requests, which may include (but is not limited to) response times and instances of pensions information not being made available within the required timeframe;
    - (iii) any aspect of the processing of an individual’s request for pensions information.

(4) Information referred to in this regulation must be retained on record by the provider for at least 6 years from the end of the calendar year to which it relates.