Privacy Notice - Click & Dispatch

Isle of Man Post Office – Processor of data
The contact details for the IOMPO are Isle of Man Post Office (IOMPO), Postal Headquarters, Spring Valley Industrial Estate, Douglas, Isle of Man IM2 1AA.

In addition to the information set out in the IOMPO privacy notice, we may also collect the following information about you:

IOMPO Click & Dispatch Customers
- Registered name of Company
- Account Number
- Users contact names/telephone numbers and/or email addresses for payment queries
- Users contact names/telephone numbers and/or email addresses for Click & Dispatch purposes (if different from above)
- Name of person completing the Customer Account Information form
- Signature of person completing the Customer Account Information form

Customers – Customer's Details (Customer is Data Controller)
- Name
- Address
- Mobile number
- Telephone number
- E-mail address

How we will use the information, we collect about you
IOMPO will use your information to:
- Provide an on-line service where commercial customers can purchase postage and complete Customs Declaration information in digital format
- Provide a service for automated and paperless postal manifests and commercial customer invoicing
- To provide service update information

IOMPO has a legal obligation to check and verify the data you provide to us for the provision of Click & Dispatch services.
- Verify the information and documentation you have provided is correct
- Help prevent and detect crime including fraud, money laundering, identity theft or other criminal offences

Who we will share the information with that we collect about you
Third parties we may share your data with include, for example:
- Police or law enforcement agencies where there is a legal requirement to do so
- Courts on production of a valid court order
- Intersoft, providers of the postage label generator solution and tracking system
- Skillweb, providers of the tracking system
- Royal Mail Group plc, providers of the Royal Mail tracking system
- HMRC, where required, who will in turn pass sender and recipient name and address information to destination Customs Authorities and international forwarding agents around the world
- Fraud prevention agencies
- MailChimp, to allow us to email customers of the service with product updates and service notifications.

Protecting your information
Isle of Man Post Office will:
- keep your information safe and secure in compliance with its information security policy
- only use and disclose your information as detailed above, where necessary

- only authorised staff are able to view your data
- retain the information for no longer than is necessary and your information will be permanently deleted once the timeframes set out below have been reached

Transfer of information outside the EEA

All customers sending items through the post containing goods to destinations beyond the UK (including Europe) are required to provide accurate customs documentation, either digitally or on paper. This information will be shared with other postal/forwarding companies handling the items.

Category of data	Type of Data
Sender's - Contact information	name, full address including postcode, telephone number and email address
Recipient's - Contact information	name and full address including postcode

This information is mandatory for all international (outside of the UK) mail (letters and parcel) items, unless the content is 'documents only'. This data is collected from you for the tracking label and customs documentation which may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for one of postal/forwarding companies delivering the mail items.

MailChimp used for product updates and notifications is headquartered in and has offices in the United States and their servers are also located in the United States. This means data they process may be transferred to, stored, or processed in the United States.

More information

You can find out more information including:

- Viewing each organisations privacy notices:
  - Isle of Man Post Office- Privacy Notices
  - Intersoft – Privacy Notice
  - Parcel Force Worldwide - Privacy Notice
  - Royal Mail Group plc – Privacy Notice
  - MailChimp - Privacy Notice
- Asking to see your information or making a complaint if you feel that your information is not being handled correctly
- Making a subject access request, which is a request for all of the personal data we hold about you.

Your rights

Right of access to personal information

Isle of Man Post Office will provide any individual with access to their personal data upon request, unless, and to the extent necessary, that the right of access is restricted. Further details can be found on the IOMPO Privacy Notices webpage or by contacting the IOMPO Data Protection Officer.

Other rights

If we do hold information about you, you can ask us to correct any mistakes. You also have the right, subject to any statutory limitations, to object to processing, to erasure or restriction of processing, and to data portability. No automated decisions, or profiling, are undertaken by the Isle of Man Post Office.

To make any request relating to your data held by IOMPO please contact the Data Protection Officer;

By post:	Isle of Man Post Office, Postal Headquarters, Spring Valley Industrial Estate, Douglas, Isle of Man IM2 1AA
By email:	dpo@iompost.com
By telephone:	01624 698485

If you are not satisfied with the response you receive, you may also complain to the Information Commissioner, whose details can be found on www.inforights.im, or the relevant supervisory authority. You may have a right to other remedies.

Isle of Man Post Office - Retention Periods

Categories of personal data / document type	Retention Periods
Customer Card - Registered name of Company - Account Number - Users contact names/telephone numbers and/or email addresses for tracking and payment queries - Users contact names/telephone numbers and/or email addresses for Click & Dispatch purposes (if different from above) - Name of person completing the Customer Account Information form - Signature of person completing the Customer Account Information form	6 years and current financial year from date service ceased
Customers – Customer's Address Book Details - Name - Address - Mobile number - Telephone number - E-mail address	Information in the address book can be updated, amended and deleted by the Customer
Manifest (physical paperwork sent to IOMPO) - Registered name of Company - Account Number - Mail - Contact Name and Telephone number	The manifest paperwork containing personal data will be kept for 3 months in case there are any queries and then destroyed, unless there are written alterations, then it will be kept for 6 years and current financial year as part of the financial data.
Information linked to Manifest - Customer transactions - Postage and customs label and paperwork - Dispatch information - Customs information	Information linked to the creation of a manifest containing personal data will be held for 2 years
Tracking Information	Personal data will be held for tracking purposes for 30 days following the production of the manifest

Will this privacy notice change?

This privacy notice may change. We will not reduce your rights under this privacy notice without your consent. If any significant change is made to this privacy notice, we will provide a prominent notice on this website so that you can review the updated privacy notice.

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