Privacy Notice – Freedom of Information Requests

Isle of Man Post Office - Controller
Isle of Man Post Office (IOMPO) is a Controller for all personal data processed by the IOMPO, staff or other appointed Officers for the purposes of the General Data Protection Regulation (Isle of Man) Order 2018. The contact details for the IOMPO are Isle of Man Post Office, Postal Headquarters, Spring Valley Industrial Estate, Douglas, Isle of Man IM2 1AA.

How we will use the information, we collect about you
IOMPO collects and processes your personal information to enable it to respond to requests for information made under the Freedom of Information Act 2015. The personal data you are asked to provide will include:

- Full name
- Correspondence address
- Contact telephone number
- E-mail address
- Other information which the Freedom of Interest requestor has included in their request

The personal data provided by you is jointly controlled by IOMPO and The Department of Home Affairs of the Isle of Man Government whose contact details are:

Postal address:	Head Office, Tromode Road, Douglas, Isle of Man, IM2 5PA
Email:	generalenquiries.dha@gov.im
Telephone	01624 694300

It's important that we hold accurate and up to date information. If any details have changed prior to the completion of your request process, please ensure that you inform us so that we can update our records.

On all occasions the minimum necessary Personal Data will be shared and only to the extent necessary.

Our legal basis for processing your personal data
The legal basis for processing your personal data is that it is necessary:

- to comply with the legal obligation placed on us as a Controller of your data. We are required to record, process and respond to Freedom of Information requests and reviews that we receive
- to perform a task in the public interest. It is in the public interest for us to process your personal data in order to administer requests for information

How we will share the information we collect about you
IOMPO is committed to protecting the personal information you provide. The personal information that you provide will be shared with and processed for the purpose of dealing with your request.

After a request is answered, we may publish anonymised requests and responses on our online Freedom of Interest responses webpage. Information published on the webpage may be treated as exempt under section 20 of the Freedom of Information Act 2015, Information Accessible by Other Means.

Civica the supplier of the iCasework software system used for processing of requests act as a Data Processor and use the information for the purpose of providing a system to manage freedom of information requests and to transfer this information to the relevant public authority (as defined by the Freedom of Information Act 2015).

Civica will maintain the system and data on the instructions of the Department of Home Affairs.

The information you provide to Civica will be kept secure and confidential and your personal information will not be disclosed to any other third party.
The contact details for Civica are:

Postal address:	Southbank Central (8th Floor), 30 Stamford Street, London, SE1 9LQ
Via website:	Contact Civica
Telephone:	020 7760 2800

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 permit authorised staff to view your data
- Your personal details will not be shared with any organisation other than the Department of Home Affairs and our partner organisation, Civica who are used to help deliver services
- 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
If your personal data is transferred outside the EEA, we will ensure that it is protected in a manner that is consistent with how your personal data will be protected by us in the EEA. This can be done in a number of ways, for instance:

- the country that we send the data to might be approved by the European Commission or a relevant data protection authority;
- the recipient might have signed up to a contract based on "model contractual clauses" approved by the European Commission, obliging them to protect your personal data; or

In other circumstances the law may permit us to otherwise transfer your personal data outside the EEA. In all cases, however, we will ensure that any transfer of your personal data is compliant with data protection law.

Data will only be transferred where it is necessary to do so and where a legal safeguard is in place.

More information
You can find out more information including:

- Looking at the Isle of Man Post Office Privacy Notices
- Looking at Civica 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
• Full name • Correspondence address • Contact telephone number • E-mail address • Other information which the Freedom of Interest requestor has included in their request	IOMPO will hold your data for three years after completion of request. Or in the event of an appeal to Information Commissioner or High Court, six years after completion of appeal. Your information will be held by the Department of Home Affairs and Civica for the purposes of processing your request for a period of one year after your request has been closed.

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 the IOMPO website so that you can review the updated privacy notice.

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