Privacy Notice – Marketing

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.

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

Personal customers	Business customers
Name	First Name
Postal Address.	Last Name
Email Address	Job Title
Phone number(s)	Company name and address
Product interests	Company email address
	Company Telephone number

How we will use the information we collect about you
We hold personal data for existing customers, who have previously purchased services.
IOMPO will use your information to:

- Communicate with customers and possible customers about products and services
- Running competitions and promotions
- For market research purposes - to better understand your needs
- To analyse use of the website and make improvements.
- With your consent we use your personal information to recommend features, products, and services that might be of interest to you
- Prevent and detect crime

We will only contact individuals who have consented, or requested direct communication for marketing purposes, and only in relation to Isle of Man Post Office products and/or services. You always have the right to opt out of receiving marketing information sent specifically to you.

Remarketing (Facebook Ads):
Facebook Ads allows us to reach people who previously visited our website, and match the right people with the right message. We are using this information for remarketing, re-engagement, or targeting similar audiences on our website. This is done via cookies, you can view our Cookies Page here. Please note that this information does not identify any individual user and you can opt-out of Google's use of cookies by visiting Google's Ads Settings.

To assist in the delivery of our services we use MailChimp to allow us to email customers. Information sent to these will be limited and is as detailed above, that is your name, email address and possibly your interests if you supply them, see below for further details.

Sending us a private message on social media
In addition to this website, Isle of Man Post Office also has social media profiles. In order to search for orders, contact competition winners or deal with your enquiry effectively we may ask for some personal information: You may choose to provide us with personal information on our social media platforms; we ask that you do also check the platform's privacy policy and terms of service prior to sending us anything.

Social media message boxes are only accessed by the marketing team who have responsibility for maintaining Isle of Man Post Office's social media platforms.

IOMPO has a statutory obligation to check and verify the data you provide to us. This may include checks of publicly available information but in some cases, where it is necessary and relevant, the information you provide may be disclosed or shared with other organisations.

This will only be done where there is consent on the basis that the person is an existing customer for us to do so.

How we will share the information 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
- Fraud prevention agencies
- Professional service providers such as our website developers for making improvements to the customer experience on www.iompost.com
- Social media channels as outlined above
- MailChimp to allow us to email customers on a regular basis.

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
- 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

MailChimp may require data to be stored on servers outside of the EEA. Information sent to these will be limited and are as detailed above, that is your name, email address and possibly your interests if you supply them.

Where 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.

More information

You can find out more information including:

- Looking at the Isle of Man Post Office Privacy Notice at www.iompost.com/privacy-notices/
- 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. Details can be found at www.iompost.com/privacy-notices/ or by contacting the Isle of Man Post Office Data Protection Officer

Your rights

Marketing Communications

Should you wish to no longer receive marketing communications from us an unsubscribe facility is available within marketing emails to allow you to request no further marketing contact from us or contact the Isle of Man Post Office Data Protection Officer (contact details below).

After any of these have occurred, we will not directly contact you in this regard again unless you provide a subsequent request to start receiving marketing communications again.

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
Personal customers Name Postal Address. Email Address Phone number(s) Product interests	Data retained for marketing purposes for two years after last transaction unless consent for marketing withdrawn. Seven years after last transaction for legislative requirements where applicable.
Business customers Name Job Title Company name and address Company email address Company Telephone number(s)	Two years after last contact or seven years after last transaction for legislative requirements where applicable.

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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