Privacy Notice – Private Box

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.

This is a Class 4 (Corporate Services) regulated activity under the Financial Services Act 2008.

In addition to the information set out in the IOMPO privacy notice, we may also collect the following information about you in particular where Anti-Money Laundering (AML) checks are required:

- Names as specified on PO Box application form
- Address
- Postcode
- Telephone number
- E-mail address
- Signature
- Cardholder(s) name and signature collecting PO Box mail
- Proof of identification with photograph (as per application form)
- Ultimate beneficial owner country of residence *(businesses only)*
- Politically Exposed Persons (PEPs) status
- Proof of address (as per application form)

How we will use the information, we collect about you
IOMPO will use your information to:
- provide a private box service to customers as a method of receiving mail at a local delivery office
- help prevent and detect crime
- conduct and gather AML information and checks (please see separate privacy notice for AML)
- ensure compliance with legislation

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

This will only be done where consent has been provided for us to do so. We will do this to allow us to:
- Process the private box application form
- 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

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
- Financial Services Authority, where there is a legal requirement to do so
- courts on production of a valid court order
- Fraud prevention agencies

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
- only hold your data on servers that are under the control of the Isle of Man Post Office and within the jurisdiction of the Isle of Man
- 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.

More information

You can find out more information including:

- Looking at the Isle of Man Post Office Privacy Notices at https://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 data 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
• Names as specified on PO Box application form • Address • Postcode • Telephone number • E-mail address • Signature • Proof of identification with photograph (as per application form) • Ultimate beneficial owner country of residence *(businesses only)* • PEPs status • Proof of address (as per application form) • Cardholder(s) name and signature collecting PO Box mail	Legislation requires all data captured for Anti Money Laundering purposes to be kept for a period of 5 years beginning on the date on which — (i) the business relationship was formally ended; or (ii) if the business relationship was not formally ended, when all activities relating to the relationship were completed. There are circumstances where it may require that the data is retained for a longer period i.e. in the event that a matter is under investigation by a competent authority.

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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