Isle of Man Post Office
Oik Postagh Ellan Vannin

Privacy Notice – Redeliveries

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:

- Full name
- Full address
- Contact telephone number

How we will use the information, we collect about you
IOMPO will use your information to:

- provide a re-delivery postal service
- help prevent and detect crime

IOMPO has your consent to process the personal data as part of this service. We may check and verify the data to 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
- Courts on production of a valid court order
- Fraud prevention agencies

We share your information with TxtLocal Limited trading as Textlocal (IMImobile, 5 St. John's Lane, Farringdon, London, EC1M 4BH) (the SMS messaging gateway provider) if you requested a text message notification when your postal item was available to collect from your chosen location.

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 within the jurisdiction of the Isle of Man and European Economic Area (EEA)
- 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:

- Viewing each organisations privacy notices:
  - Isle of Man Post Office Privacy Notices
  - Textlocal Privacy Notice
- Asking to see your information or making a complaint if you feel that your information is not being handled correctly

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 Full address Contact telephone number	1 year from processing of request

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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