Privacy Notice – Settlement by Post Office Account

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:

- Name
- Address
- Information as required by Anti Money Laundering (AML) legislation where prescribed limits are reached, please see retention periods below (AML covered in a separate Privacy Notice).

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

- Settle transactions at a Post Office Counter
- Arrange for transactions settled with paperwork from IOMPO.
- Help prevent and detect crime

IOMPO has contractual and legal obligations and consent has to be provided for IOMPO to do so 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 to your payment, the information you provide may be disclosed or shared with other organisations.

This will only be done where there is a Legal or Contractual obligation or where there is consent for us to do so. We will do this to allow us to:

- To process payment of Post Office Account(s) presented by customers
- 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
- 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 permit authorised staff 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 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

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
Name Address	Personal data accounts kept for the duration of the relationship plus two years after the relationship has ceased.

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.

Date of Issue: 25/01/2022
This version issued: 17/03/2023
Version control: 1.2