

Privacy Notice – Purchases Through On-line Retailers

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 the purchaser and/or recipient of items ordered:

- Name
- Postal Address
- Email Address
- Telephone number(s) (when supplied on delivery notes from online retailer)

How we will use the information we collect about you

IOMPO will use your information to:

- Process and fulfill customer orders placed through external Websites including but not limited to eBay, Amazon, and World Online Philatelic Agency (WOPA)
- Access customer data on external Websites to enable processing of orders and printing of delivery notesHelp prevent and detect crime

IOMPO has a contractual 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 to your purchase, the information you provide may be disclosed or shared with other organisations.

This will only be done where there is a Contractual obligation and Consent has been provided for us to do so. We will do this to allow us to:

- 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
- Other Isle of Man Post Office departments where necessary to process orders and payments
- Worldpay or PayPal, to process your payment card payments. When you submit your transaction for processing by Worldpay you confirm your acceptance of Worldpay's shopper privacy policy, a copy of which can be viewed at <https://www.fisglobal.com/en/privacy>. When submitting a payment through PayPal you confirm acceptance of their policy which can be found at www.paypal.com/uk/webapps/mpp/ua/privacy-full

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.

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
- 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

Transfer of information outside the EEA

Where we transfer your personal data 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.

Please also ensure you check the Privacy Notices of the websites you are purchasing through.

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
In respect of the purchaser and/or recipient of items ordered: <ul style="list-style-type: none">• Name• Postal Address• Email Address• Telephone number(s)	Seven years following last transaction

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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