Privacy Notice – Lloyds Bank Counter Services

Isle of Man Post Office
The contact details for the Isle of Man Post Office (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:

- Customer name
- Account number
- Sort code
- Transaction amount

How we will use the information, we collect about you
IOMPO will use your information to:
- Provide cash, cheque deposits and withdrawals services at Post Office counters to Lloyds Bank account customers
- help prevent and detect crime

IOMPO has a contractual and legal obligation to check and verify the data you provide to us for the provision of cash and the acceptance of Lloyds Bank cheque deposits/withdrawals at Post Office counters for Lloyds Bank customers (sort codes 301280, 301641, 771726, 771746 and 771749).

This will only be done where there is a legal obligation 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:
- Castletown Post Office (The Parade, Castletown, IM8 1LG)
- Peel Post Office (Spar Peel, 10 Atholl Street, Peel, IM5 1HQ)
- Ramsey Post Office (Spar Ramsey, 19 Parliament Street, Ramsey, IM8 1AJ)
- 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 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
- 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
Customer name Account number Sort code Transaction amount	IOMPO will hold personal data for 10 years after the transaction takes place.

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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