Privacy Notice – Redirection Postal Service

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:

- Full name(s) of person(s) requiring service
- Address from where mail is redirected
- Address to where mail is redirected
- Ultimate beneficial owner country of residence *(businesses only)*
- Politically Exposed Persons (PEPs) status
- Telephone number of person submitting request
- Signature(s) of persons requiring service
- If applicants are under or over 18 years of age

How we will use the information, we collect about you
IOMPO will use your information to:
- provide a re-direction postal service
- 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 re-direction 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 re-direction application request form and take payment
- 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
- 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(s) of persons requiring service Address from where mail is redirected Address to where mail is redirected Ultimate beneficial owner country of residence *(businesses only)* PEPs status Telephone number of person submitting request Signature(s) of persons requiring service If applicants are under or over 18 years of age	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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