

Privacy Notice – Cash Transmission 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:

Account reference number

As the service is subject to Anti-Money Laundering (AML) Regulations, additional personal data is captured on the completed 'new customer account application form'. This includes:

- Name of company
- VAT Registration number
- Company Registration number
- Director/beneficial owner's names
- Bank Details (account name, sort code and number)
- Permanent residential address and postcode
- Verification of Identity (photo ID such as driving licence or passport)
- Verification of Address (such as utility bill)
- Contact details (telephone, email)
- Signature

How we will use the information, we collect about you

IOMPO will use your information to:

- Provide cash transmission and exchange services at Post Office counters to business 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 transmission and exchange services at Post Office counters to Business customers. This may include checks of publicly available information but in some cases, where it is necessary and relevant to your counter service, the information you provide may be disclosed or shared with other organisations.

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:

- 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

Information obtained or disclosed by third parties will not be used for any other purpose other than in order to comply with AML obligations.

Failure to meet AML obligations, in particular the processing of additional personal data for the completion of a 'new customer account application form', will mean that the services cannot be provided.

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
Account reference number Name of company VAT Registration number Company Registration number Director/beneficial owner's names Bank Details (account name, sort code and number) Permanent residential address and postcode Verification of Identity (photo ID such as driving licence or passport) Verification of Address (such as utility bill) Contact details (telephone, email) Signature	IOMPO will hold personal data for 7 years after the transaction took place. IOMPO will retain personal data to comply with AML for period of service plus two years thereafter.

Date of Issue: 18/04/2019

This version issued 17/03/2023

Version control: 1.1