

## Privacy Notice - Click and Dispatch

### Isle of Man Post Office - Data Processor

The contact details for the IOMPO are Isle of Man Post Office (IOMPO), 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:

### IOMPO Click and Dispatch Customers

Registered name of Company

Account Number

Main Contact Name/Telephone number for payment queries

Email address for payment queries

Main Contact Name/Telephone number for Click & Dispatch purposes (if different from above)

Email address for Click & Dispatch purposes (if different from above)

Name of person completing the Customer Account Information form

Signature of person completing the Customer Account Information form

### Customers – Customer's Details (Customer is Data Controller)

Name

Address

Mobile number

Telephone number

E-mail address

### How we will use the information, we collect about you

IOMPO will use your information to:

- Provide an on-line service where commercial customers can purchase postage and complete Customs Declaration information in digital format
- Provide a service for automated and paperless postal manifests and commercial customer invoicing
- To provide service update information

IOMPO has a legal obligation to check and verify the data you provide to us for the provision of Click and Dispatch services.

- 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
- Intersoft, providers of the postage label generator solution
- Skillweb, providers of the tracking system
- Parcel Force Worldwide, providers of the Parcelforce postage label generator solution and providers of the Parcel Force tracking system
- Royal Mail Group plc, providers of the Royal Mail tracking system
- HMRC, where required, who will in turn pass sender and recipient name and address information to destination Customs Authorities and international forwarding agents around the world
- 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
- 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

## Transfer of information outside the EEA

All customers sending items through the post containing goods to destinations beyond the UK (including Europe) are required to provide accurate customs documentation, either digitally or on paper. This information will be shared with other postal/forwarding companies handling the items.

Category of data	Type of Data
Sender's - Contact information	name, full address including postcode, telephone number and email address
Recipient's - Contact information	name and full address including postcode

This information is mandatory for all international (outside of the UK) mail (letters and parcel) items, unless the content is 'documents only'. This data is collected from you for the tracking label and customs documentation which may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for one of postal/forwarding companies delivering the mail items.

## More information

You can find out more information including:

- Viewing each organisations privacy notices:
  - Isle of Man Post Office [Privacy Notices](#)
  - Intersoft – [Privacy Notice](#)
  - Parcel Force Worldwide - [Privacy Notice](#)
  - Royal Mail Group plc – [Privacy Notice](#)
- 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.

## Your rights

You have a right to access your personal data to ensure that it is accurate, and to request that it is rectified or blocked. You also have the right to ask us to delete your personal data from our records if there is no legitimate reason for us to continue using it. However, if there is a legitimate reason for us to use it, we will not be able to delete it.

To make any request relating to your data held by IOMPO please contact the Data Protection Officer; [dpo@iompost.com](mailto:dpo@iompost.com) or 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](http://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
<b>Customer Card</b> Registered name of Company Account Number Main Contact Name/Telephone number for payment queries Email address for payment queries Main Contact Name/Telephone number for Click & Dispatch purposes (if different from above) Email address for Click & Dispatch purposes (if different from above) Name of person completing the Customer Account Information form Signature of person completing the Customer Account Information form	IOMPO will hold personal data for 7 years
<b>Customers – Customer’s Address Book Details</b> Name Address Mobile number Telephone number E-mail address	Information in the address book can be updated, amended and deleted by the Customer
<b>Manifest (physical paperwork sent to IOMPO)</b> Registered name of Company Account Number Mail - Contact Name and Telephone number	The manifest paperwork containing personal data will be kept for 2 months in case there are any queries and then destroyed, unless there are written alterations, then it will be kept for 7 years as part of the financial data.
<b>Information linked to Manifest</b> <ul style="list-style-type: none"> <li>• Customer transactions</li> <li>• Postage and customs label and paperwork</li> <li>• Dispatch information</li> <li>• Customs information</li> </ul>	Information linked to the creation of a manifest containing personal data will be held for seven years
<b>Tracking Information</b>	Personal data will be held for tracking purposes for 30 days following the production of the manifest

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