

## **Privacy Notice IMS – Customer Survey**

### **Isle of Man Post Office - Data Controller**

Isle of Man Post Office (IOMPO) is a data controller 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:

E-mail Address  
Name  
Postal Address

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

IOMPO will use your information to:

- Seek feedback on services provided by the Integrated Mailing Solutions Division (IMS) to fulfil our ISO accreditation obligation to monitor and respond to customer feedback
- The survey can be completed anonymously or contact details can be provided for the purpose of sending a small gift for participating

IOMPO has your consent to check and verify the data you provide to us on the survey form. 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 gift
- verify the information and documentation you have provided is correct

### **How we will share the information we collect about you**

Third parties we may share your data with include:

- SurveyMonkey – to allow us to obtain feedback on our service

### **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**

SurveyMonkey may require data to be stored on servers outside of the EEA. Information sent to these will be limited and are as detailed above.

Where your personal data is transferred 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
- where the recipient is located in the US, it might be a certified member of the EU-US Privacy Shield scheme.

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.

You can obtain more details of the protection given to your personal data when it is transferred outside the EEA (including a copy of the standard data protection clauses which we have entered into with recipients of your personal data) by contacting us (details below).

### More information

You can find out more information including:

- Viewing each organisations privacy notices:
  - Isle of Man Post Office [Privacy Notices](#)
  - SurveyMonkey [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, blocked, erased or destroyed if it is inaccurate.

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: 01 624 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
E-mail Address Name Postal Address	From receipt of a completed survey form, personal data will be held for 14 days for the purpose of supplying a gift.

Date of Issue: 03/12/2020

Version control: 2.0