

## Privacy Notice – Re-direction Postal Service

### 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:

- Full name(s) of persons requiring service
- Old address
- Address to where mail is redirected
- 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

IOMPO has a contractual 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
- 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
- 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: 01624 698485 or by post to the address above.

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
Full name(s) of persons requiring service Old address Address to where mail is redirected Telephone number of person submitting request Signature(s) of persons requiring service If applicants are under or over 18 years of age	From receipt of completed form for two years following the end of the re-direction period.

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