

Privacy Notice - Residential Customer Survey

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.

In addition to the information set out in the IOMPO privacy notice, we may also collect the following information about you:

- IP addresses are automatically recorded by the survey software

How we will use the information, we collect about you

IOMPO will use your information to:

- seek feedback on services provided by the Isle of Man Post Office

How we will share the information we collect about you

Third parties we may share your data with include, for example:

- Island Global Research to conduct the survey

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 permit authorised staff 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

Island Global Research, who are conducting the survey on behalf of IOMPO, use Alchemer as the survey platform which is a US company who use Amazon Web Services for hosting their services and may require data to be stored on servers outside of the EEA. Information sent will be limited and is as detailed above.

More information

You can find out more information including:

- Looking at the Isle of Man Post Office [Privacy Notices](#)
- Looking at the survey processors, Island Global Research, [Privacy Notice](#), and Alchemer [Security Overview](#)
- 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;

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
IP addresses are automatically recorded by survey software	Will be delete after manually checks to establish whether responses with the same IP address are duplicate entries

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