

Privacy Notice – Purchases from Stamps & Coins including the Postal Shop Webpage

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:

- Name
- Postal address
- Email address
- Telephone number(s)
- Signature
- Products and/or services you would like to hear about (optional)
- Payment card details (where required to process payment, please see retention periods)
- Bank account details (where required to process payment, please see retention periods)
- If recipient of goods is not the purchaser, the recipient's name and address

How we will use the information, we collect about you

IOMPO will use your information to:

- process your order including standing orders where requested
- respond to any queries raised
- to provide information concerning our products and services, only with your consent
- help prevent and detect crime

IOMPO has a statutory obligation to check and verify the data you provide to us as part of the payment for goods process. This may include checks of publicly available information but in some cases, where it is necessary and relevant, 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:

- process payments
- 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

Who we will share the information with that we collect about you

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

- other departments within Isle of Man Post Office to process your order(s)
- 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
- vetted third parties to produce bespoke mailings on behalf of Isle of Man Post Office
- Worldpay or PayPal, to process your payment card payments. When you submit your transaction for processing by Worldpay you confirm your acceptance of Worldpay's shopper privacy policy, a copy of which can be viewed at <https://www.fisglobal.com/en/privacy>. When submitting a payment through PayPal you confirm acceptance of their policy which can be found at www.paypal.com/uk/webapps/mpp/ua/privacy-full.
- MailChimp, to allow us to email customers, subject to consent being given, with product and service information. Your name, email address, interests are all that we request.

Information obtained or disclosed by third parties will not be used for any other purpose other than:

- To process your transaction
- To allow us to detect and prevent fraudulent activity including sharing personal data with fraud prevention agencies; and
- to allow us to detect and prevent money laundering activity or terrorist financing
- to provide product and service information

Transfer of information outside the EEA

Where we transfer your personal data 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
- MailChimp is headquartered in and has offices in the United States and their servers are also located in the United States. This means data they process may be transferred to, stored, or processed in the United States. A copy of MailChimp’s privacy policy can be found at mailchimp.com/legal/privacy/

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.

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
- 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 at www.iompost.com/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. Details can be found at www.iompost.com/privacy-notices/ or by contacting the Isle of Man Post Office Data Protection Officer

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
Personal data Name Postal address if required Email address Telephone number(s) Signature If recipient of goods is not the purchaser, the recipient's name and address	Transactional records including customer information held for seven years.
Payment card details	<ul style="list-style-type: none"> - Payment card details are not held by IOMPO for customers making recurring payments, for example customers with standing orders for products. Payment card details are used for the initial customer purchase thereafter a customer payment reference number is forwarded to Worldpay for completion of transaction. - For single transactions made online, payments are made through Worldpay with no data held by IOMPO. - For single transactions made by phone, payment card receipt retained for two months in case of query.
Bank account details	<ul style="list-style-type: none"> - Retained for standing order payments until customer notifies IOMPO to cease using details or cease supply of standing order items. - Where a payment is made by cheque, cheques are deposited and no bank account details are retained.

Will this privacy notice change?

This privacy notice may change. We will not reduce your rights under this privacy notice without your consent. If any significant change is made to this privacy notice, we will provide a prominent notice on this website so that you can review the updated privacy notice.

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