

IOMPO - Privacy Notice

To use Isle of Man Post Office (IOMPO) services over the internet we may ask you to share personal information with us. When we collect your personal data, we will:

- only collect what we need and no more
- keep your information secure
- tell you how we will use your information
- delete your information when it is no longer needed
- only process your information in line with rules set out in the General Data Protection Regulation (Isle of Man) Order 2018

When you give personal information, the privacy notice for the product or service will explain:

- What information is collected and why
- Who is collecting it
- How it is collected
- Why it is being collected
- How it will be used
- How long it will be kept
- Who it will be shared with
- How that information will be kept secure
- Your choices, including how to access and update information

This privacy notice applies to the www.iompost.com website, which is owned by the Isle of Man Post Office. We recommend that you take some time to read this notice and if you do not agree to this privacy notice please do not provide any of your data. Any data you submit or send via this website is sent at your own risk.

This notice may be replaced, or more information added, when you send feedback, ask to use a service online or make a payment for a service through this website. For example, when you order currency or philatelic products/collectables or arrange re-delivery, information about the data controller of that service and your rights will be made available.

How and why we ask you to share your personal information

We collect and process information, including personal data, to provide effective and efficient services.

We use your personal data in line with the rules set out in General Data Protection Regulation (Isle of Man) Order 2018 for the following reasons:

- To allow us to communicate with you
- To provide customer service and support
- To process payments and refunds for our services
- To give you a single account to access IOMPO online services/products
- To provide access to other services provided by Government Departments, Boards and Offices
- To analyse use of the website and make improvements
- To take necessary steps to make sure your mail is delivered
- Customs and tax purposes, and security screening, for overseas items
- To provide proof of postage or delivery
- To deliver goods you purchase
- To supply you with information about products and services you have expressed an interest in through your preferences or we believe may be of interest to you
- To maintain security, preventing crime including fraud and money laundering, and taking action against fraudsters and other criminals

What types of personal data do we collect about you?

Depending on how you interact with us, we may process different data about you. Below you will find an overview of the categories of data that we may collect.

If you use a link to any website operated by IOMPO, or any external website, you should make sure you read the privacy policy or fair processing notice on that website page to find out what it does with your information.

Information you provide to us directly

Category of data	Examples of that type of data
Account login information	Login ID, password, or security questions
Identity and contact information	Name, title, email address, telephone number, postal address, date of birth. May also include other identifiers such as tracking numbers, barcodes and reference numbers on items we collect or deliver
Financial data, customers and suppliers	Invoice number, amount, bank details We do not hold credit or debit card information
Government identifiers	Driving licence number, national insurance number
Other information	Feedback, comments, complaints
Marketing preferences	This is the information we have about your preferences for receiving marketing from us.
Proof of delivery information	These are records of delivery, including the name and address of the person who accepts delivery of an item and any signature that person gives us.
Children's data	We may collect children's data if the child is included in an application for our Redirection service, somebody sends a child a letter or parcel, or a child uses one of our services. This includes when children send letters to Santa.

Information we collect automatically

When you visit or use our website, we may collect information sent to us by your computer, mobile phone, or other device. For example, we may collect:

Category of data	Examples of that type of data
Log information	Time and duration of visit
Other information	Links you click navigating within the website
Tracking information	When you visit this site, we use cookies. Read more about how we use Cookies . When you visit this site we use pixels for Facebook, Twitter and LinkedIn.

What legal basis do we use to process your personal data?

We will only process your personal data if a lawful basis exists. We may rely on:

- Your consent – if we rely on your consent to process your data you may withdraw your consent at any time by contacting the Data Protection Officer
- The need to meet a legal obligation in carrying out statutory government functions
- The need to meet a request you have made for information or a service
- The need to prevent or investigate suspected or actual violations of law
- The need to protect public interest

- The need to retain information for historical or archiving purposes by the Public Record Office under the Public Records Act 1999. For more information on retention by the [Public Record Office](#)

How long do we keep your personal data?

We will only keep your information for the minimum time necessary.

This may be to:

- Provide a history of transactions for your account
- Until we have responded to an enquiry
- Conclude financial end of year processing
- Confirm the transfer of your information to the Department, Office or Board providing a service you have requested.

How do we keep your personal data secure?

The security and confidentiality of your information is very important to us.

We will ensure that:

- Safeguards are in place to make sure personal data is kept securely
- We 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 as much as possible however in some cases, we may transfer personal data to countries outside the EU/EEA. Such transfers will only take place subject to appropriate safeguards being in place for the transfer.
- Only authorised staff are able to view your data
- Maintain security of the systems which hold personal data

We may share your information with:

- Or between other Government Departments, Boards and Offices to provide a service or information you have requested
- Other postal administrations and tracking service providers to both meet legislative requirements and enable tracking of items posted
- Postal authorities and overseas carriers, we will share your personal data with overseas postal authorities and carriers. If you are sending a letter or parcel overseas or receiving an item from overseas, we will provide the information required for customs and tax purposes or for security screening. This information will normally include:
 - the sender's name and address
 - the name and address of the person receiving the item, and
 - details of the item's contents.
- The police or law enforcement agencies where there is a legal requirement to do so
- The courts on production of a valid court order
- Professional service providers such as our website developers for making improvements to the customer experience on www.iompost.com
- Social media sites and email service providers to supply you with information about products and services which we believe may be of interest to you
- If you buy goods through an online shopping platform such as eBay or Amazon, we may share your personal data with them to provide updates on an item's location and proof of delivery.

We will not sell to, or share, your personal data with other companies, organisations or individuals. IOMPO may share your personal data with other companies, organisations or individuals where there is a legal requirement to do so or it assists with providing our service to you. For information on how your information may be shared, please click on the relevant link for the processing notice.

Seeing IOMPO adverts online

We use online advertising to keep you aware of what we're up to and help you find and see our products.

You may see IOMPO adverts and banners when you are on other websites and apps, such as social media. We manage this through a variety of digital marketing networks and ad exchanges using a range of advertising technologies.

The banners and ads you see are based on information we hold about you or your previous use of www.iompost.com (e.g. content you have read on www.iompost.com) or on IOMPO banners and ads you have previously clicked on.

For more information on our use of advertising technologies and Cookies, please see our cookie notice.

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 electronically or on paper. This information will be shared digitally 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, the data collected from you 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.

In relation to marketing we may use [MailChimp](#) which may require data to be stored on servers outside of the EEA. Information sent to these will be limited, that is your name, email address and possibly your interests if you supply them.

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.

What are your choices?

You can review your personal information and ensure it is accurate

Where possible we will provide you with access to the information we hold about you so that you can view this information and provide a means for you to have this information changed if it is not accurate.

To remove your personal information

Where possible we will provide you with access to the information we hold about you so that you can view this information and request that your information is deleted.

To ask if we hold personal information about you

You can ask to see what information we hold about you by submitting a Subject Access Request.

To make a complaint

If you are unhappy with the way we deal with your personal information, you can submit a complaint.

Please contact the Data Protection Officer, who will work with you to resolve any issues.

Isle of Man Post Office
Data Protection Officer
Postal Headquarters
Spring Valley Industrial Estate
Douglas
Isle of Man
IM2 1AA
Email: dpo@iompost.com
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 <https://www.inforights.im/> or the relevant supervisory authority. You may have a right to other remedies.

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. This privacy notice was last updated January 2022