



Data Privacy Notice (GDPR)

Effective 25th May 2018

This privacy notice sets out how PostalGroup will use and protect any information that you give PostalGroup when you choose us to provide you with our various services. We encourage you to read through all summaries below.

1. Who we are

PostalGroup is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our services then, you can be assured that it will only be used in accordance with this notice. The terms “We”, “Us” and “Our” within this notice which includes Mail Matters, Postalsort, & Regional Services are part of the PostalGroup umbrella, we share your information within the PostalGroup to help us provide you with various services, best costs for your business, and to comply with regulatory and legal obligations.

2. What we collect

We require personal information from you, when you become a customer of our products and services. We may require the below from you for example:

- Name, job title and Company
- Contact information including email address
- Address details including postcode
- Other information relevant to customer surveys and/or offers
- Bank transfer details for Accounts department for processing of payments.

3. What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Provide products and services that would be of a benefit to your business
- Identify ways that we can improve on our services
- Internal record keeping, maintaining records of previously placed orders
- Billing information such as invoices and credit notes, bank information
- We may periodically send promotional emails about new products, special offers or other information which we think you may find of interest by using the email address which you have provided.
- When you apply to use our products and services we may carry out information searches and verify your identity. We may do this by sharing your information with a third party. For example a credit reference agency.
- Meeting our legal and regulatory obligations

4. How we keep your information safe

We keep our computers, files and building secure by the use of internal security and CCTV on our premises. All our servers are protected by Antivirus software and Endpoint Security. Only employees who are authorised can gain access to information.

5. How long do we hold your information

We hold your information while you are a customer of the PostalGroup and for a short term after for billing purpose, we do not hold information any longer than necessary.

The data held is removed from all servers when a contract has ended.

6. Meeting our regulatory obligations

For PostalGroup to use your information, we rely on one or more of the following legal bases:

- Legal Obligation
- Performance of a contract
- Protecting the vital interest of you or others
- Public Interest
- Legitimate interest
- Your Consent

PostalGroup complies with its obligations under [the GDPR] by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical measures are in place to protect personal data.

7. Consent

We may from time to time use your information to send you Marketing information on any of our products or services that may be of interest to you. We may do this by the email address you supplied, post or by telephone.

You can decide if you would like to receive this information and if not, you have the choice to opt out of any campaigns that we may send you. This opt out option is available on any direct marketing emails that we send, you can also remove your consent at any time by contacting us.

8. How we use your information

We use this information to guarantee you the best service for your business, if you do not provide the personal information we require that is necessary, we may not be able to provide you with our services and products.

9. Website

As part of our services our website is used by your business for order placement. By ordering via this service online “cookies” are generated. These are small files that are automatically dropped on your computer from when you browse our website. Login details are provided to us from your company for us to be able to set up your service.

10. International Transfer of data

We may share personal information with service providers for the purpose of this policy. We will take reasonable necessary steps to ensure that your personal information is treated securely and in accordance with this policy notice.

This includes putting in place agreements with the people we send your information to, requiring them to treat your information with similar protection to those that apply in the UK

11. Your Personal information rights

Under GDPR you have the following rights with respect to your personal data:

- The right to request a copy of your personal data which we hold about you;
- The right to request that we correct any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary or for us to retain such data;
- The right to withdraw your consent to the processing at any time for Direct Marketing of extra products and services
- The right to request that we provide the data subject with his/her personal data and where possible, to transmit that data directly to another data controller, (known as the right to data portability), (where applicable) [Only applies where the processing is based on consent or is necessary for the performance of a contract with the data subject and in either case the data controller processes the data by automated means].
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable) [Only applies where processing is based on legitimate interests (or the performance of a task in the public interest/exercise of official authority); direct marketing and processing for the purposes of scientific/historical research and statistics]

12. Making a complaint

If you have a complaint about the use of your personal information, please contact us by: telephone, post or email at dpo@PostalGroup.co.uk. Please be assured that all complaints received will be fully investigated. We ask that you supply us with as much information as possible to help our staff resolve your complaint as quickly as possible

13. Data Protection Officer

We have appointed a Data Protection Officer. This officer oversees how we collect, use and share your information to ensure your rights are fulfilled. If you have any queries regarding this notice, you can contact us by telephone on 028 90 453 345, asking to speak to our Data Protection Officer regarding your query, by writing to us at: Data Protection Officer, PostalGroup, 13 Sydenham Road, Belfast, BT3 9DH or email us at dpo@PostalGroup.co.uk .

14. Updates to this notice

We may change this policy from time to time by updating any new regulation that may be brought in. If so we will inform you of these changes as required.