

Post Office Process Review privacy notice

The logo consists of a red circle containing the words "POST" and "OFFICE" in white, stacked vertically.

The Post Office Process Review (PPR) has been established to assess and offer redress to current and former postmasters who were affected by operational issues during their tenure as a postmaster. The PPR will look to provide fair and timely remediation and any associated consequential loss payments.

This Notice lets you know what personal data we may process in connection with the PPR, who the information may be shared with and gives information about individual rights and how you can get in touch with us.

Why we collect personal information, what we do with it, and the legal grounds we rely upon

Categories of information

- Contact information (address, contact numbers, email etc.)
- Tenure information
- Dates of service
- Remuneration data
- Transactional data
- Branch support centre call data
- Payment information e.g. bank/building society account information.

Where we have a justifiable reason ('legitimate interests')

- To be able to properly assess cases and provide outcomes
- To correspond with you or your representative in case of questions or queries
- To allow our internal business processes to function – for example producing management information
- To help prevent fraud and maintain security
- To assist in quality assurance and compliance
- To share information with certain external organisations, such as the mediation service (if applicable), that will assist us in coming to an agreement with a postmaster or representative
- For the purposes of making redress payments we will collect payment data.

Where we have to do something by law ('legal obligation')

- To ensure that personal rights are met under UK data protection legislation
- Where necessary, to meet our obligations with law enforcement agencies, courts and other organisations.

Who we may share your information with

- Departments within Post Office to facilitate your review
- Service providers who work for us in providing technical services such as hosting and App management, development (including managing our IT systems) and customer support
- Our subsidiary companies who work for us in providing services
- Our partner companies to supply products or services
- Professional advisers (including legal teams who are working on our behalf), law firms and accountancy firms
- The Official Receiver and/or Trustees in Bankruptcy
- We may share Personal Data with UK Government Investments (UKGI) and the Department for Business and Trade for the purposes of determining whether Post Office has managed cases appropriately and to approve individual outcomes.

Keeping personal information secure

We take the security of your personal information seriously and will take all reasonable and proportionate steps to protect it.

To safeguard all personal details under our control – both on and offline – from improper access, use, alteration, destruction and loss, we've put technology and security policies, rules and measures in place.

Transferring personal data outside the UK

Where we transfer the personal data we collect about you outside the UK, we ensure that the appropriate safeguards have been applied including the use of the Information Commissioner's Office's (ICO's) international data transfer agreement or other suitable mechanism(s).

Your Rights and Choices

Access

You can request a copy of all the personal information we hold about you and other data relating to how we use your information by contacting our Information Rights Team.

Correction ('Right to Rectification')

We always want to use the most up-to-date information about you so please get in touch if you think we don't have that.

Deletion ('Right to be Forgotten')

In some circumstances, including where we are relying on your consent to use your data, you have a right to request us to delete your information.

'Right to Portability'

If we have collected your data because you have given us consent, or because we need it in order to provide you with a product or service (under a contract), you have the right to receive the information you gave to us back in a 'machine-readable' format.

'Right to Object' and 'Right to restriction of processing'

If we are using your data for activities under the 'legitimate interest' justification and in other circumstances, then you have a right to request restriction of processing and also a right to object to that processing.

Right to obtain human intervention

Where automated processing has taken place where consent has been given or under a contract and where the processing has a legal or similarly significant effect, you have the right to have your case reviewed manually.

Complain

You have the right to lodge a complaint with the Information Commissioner's Office if you think that our use of your information doesn't meet the law. See ico.org.uk

Contact us

For further information about our privacy practices and to request any of these rights then please contact our Information Rights Team.

You can write to the team at **Post Office Information Rights Team, 100 Wood Street, London EC2V 7ER** or email: information.rights@postoffice.co.uk