

# **Royal Mail Courier Services Privacy Notice**

Welcome to Royal Mail Courier Services Ltd ("RMCS") privacy notice.

RMCS is committed to respecting your privacy and protecting your personal data. This privacy notice explains how we collect and use your personal data and tells you about your privacy rights.

We've split the privacy notice into sections so that you can click through to the specific areas below.

- 1. About RMCS and this privacy notice**
- 2. Personal data we collect**
- 3. How we use personal data**
- 4. Security and fraud prevention**
- 5. Information about marketing**
- 6. Who does RMCS share data with?**
- 7. Transfers of personal data outside of the UK**
- 8. How long do we keep personal data?**
- 9. Your legal rights**
- 10. How to contact us**
- 11. Website use and cookies**

## **1. About RMCS and this privacy notice**

This privacy notice provides you with information about how RMCS collects and processes personal data. This includes personal data we will collect about you when you use our websites, or when you use or are a recipient of our services, as well as some information which we obtain from other sources. Personal data is information which relates to an identifiable living person. This may be information such as your name, address, email address and other personal details.

The data controller processing your personal data will be Royal Mail Courier Services Ltd unless we specify otherwise.

When you use or receive products or services from RMCS, where appropriate we will provide information about how personal data will be used. This privacy notice should be read together with any other fair processing notice or additional information that we may provide.

For the purposes of this privacy notice "Goods" shall mean any items (such as letters, parcels, boxes or crates) that RMCS, any Royal Mail Group company or their business partners collect, transport, deliver or otherwise handle in the provision of the products or services that RMCS offers.

**2. Personal data we collect**

RMCS uses personal data for different purposes. This includes information you provide to us and information we create when providing services to you or other customers. For more details of the personal data we process, and how this data is collected or obtained, see the table below.

<b>Categories of data</b>	<b>Description</b>	<b>Source</b>
Contact Information	<p>This includes your name, address and other contact information, such as your email address and phone numbers.</p> <p>If you work for one of our business customers we will record your business's name, your position in the business; and the business's address, your business email address and telephone numbers.</p>	<p>This information is provided by you when you use our websites, or when you contact us directly, or when you use or are a recipient of services from or on behalf of RMCS.</p> <p>You will also provide information to RMCS where you complete one of our forms or apply for a service online. We also obtain some of this data when scanning Goods in our network.</p> <p>Alternatively, we may obtain personal details from third parties. For example, if we acquire third party marketing data or information from, or derived from, public sources such as the electoral roll.</p>
Financial details	Records of your payments and your payment information, such as credit or debit card payment details.	<p>You provide this information yourself when you use our services.</p> <p>We may also receive information from third parties, such as banks and credit reference agencies when we obtain authorisation for a payment you make or when undertaking an</p>

## Royal Mail Courier Services Privacy Notice

		identity check.
Marketing preferences	Data recording your preference to receive marketing communications or where you have been provided with an opportunity to opt-out of marketing.	This information will be created when you provide contact information in the course of an interaction with RMCS, such as when you apply for a service or where you register with one of our websites.
Customer records	Records of products and services that you have used. This includes records of Goods that you send if you are an account customer or provide your name and address as the sender of Goods.	You provide much of this information yourself when you use our services. We will also generate information in the course of providing our services.
Address data	In limited cases, a building or delivery point address may include personal data (for example, where a delivery point/property is identified by the occupier's surname).	RMCS may receive this information from you or from a local authority.
Contact history	These are details of any enquiry or complaint you have made to RMCS and may include copies of correspondence and call recordings.	You will provide this information to us when you contact us to make an enquiry or complaint. We will also create records relating to this contact.
Proof of delivery information	Records of delivery including the signature, name and address of people who sign for or accept delivery of the	You provide this information if you accept delivery of the relevant Goods, including when you accept delivery of Goods for a neighbour.

Royal Mail Courier Services Privacy Notice

	relevant Goods.	
International shipping details	Information relating to Goods that are to be sent internationally. This includes: shipper name and address, receiver name and address, description of the Goods, number of pieces, weight and value of shipment.	RMCS receives this information from overseas postal authorities. If you send Goods to, or receive Goods from, overseas, RMCS will be provided with personal data required for customs and tax clearance or for security screening.
Recipient information	Records of Goods delivered to you and the services used by the sender.  Your name and address is used to collect, sort, track and deliver Goods to you. A sender may also provide us with contact information for you, such as your phone number or email address, so that we can provide delivery updates	We receive this information from the senders of the Goods or collect data from the outside of the Goods in order to route them through our network efficiently for delivery.  RMCS may also receive personal data from overseas postal authorities. Where Goods are sent to you from overseas, we will receive information required for transport, customer clearance and delivery.
Images or recordings of you	Images recorded on CCTV and other equipment used to protect our customers, employees and property.  We will also process photographs of individuals in some circumstances	We will record images of you if you a visit a location where CCTV is in operation.

Royal Mail Courier Services Privacy Notice

**3. How we use personal data**

RMCS processes personal data for a number of different purposes. RMCS will only process your personal data where there is a legal basis for doing so under data protection laws and the table below identifies these (more than one lawful basis may apply in some situations). In summary, the relevant legal bases are:

- (a) **Consent:** you give consent for us to process your data for a specific purpose.
- (b) **Contract:** the processing is necessary for a contract or agreement with you.
- (c) **Legal Obligation:** the processing is necessary to comply with the law.
- (d) **Legitimate Interests:** the processing is necessary for legitimate interests pursued by RMCS.

The purposes for which we process personal data and the legal bases for doing so in each case are:

<b>Purpose</b>	<b>Lawful bases for processing</b>
Providing services to you where there is a contract or agreement in place with you.	Contract – we need to process your data to provide these services to you in accordance with that contract or agreement.
Providing services to you when you have paid us to do so but we don't have a contract or agreement in place with you, such as in some circumstances when you send Goods using our services.	Legitimate Interests – we need to process your data to provide these services for which you have paid.
Providing services to a third party, such as when someone sends you Goods and we use your data to deliver them.	Legitimate Interests – we need to process your data to provide these services, including delivering the Goods to you and providing additional services, such as delivery updates.
Customer services – dealing with enquiries,	Legitimate Interests – we may need to process

## Royal Mail Courier Services Privacy Notice

<p>complaints or claims relating to our services.</p>	<p>your data so we can handle and resolve any enquiry, complaint or claim raised by you or another person.</p>
<p>Providing data services to other organisations, namely our business customers, to help them run their businesses better, and to the UK Government. For example, we provide services for the purposes of maintaining and updating accurate address data, for identity verification or fraud prevention purposes, and for helping businesses to target their marketing.</p>	<p>Legitimate Interests - our business customers and the UK Government have a legitimate interest to process data in these ways, and we have a legitimate interest to process personal data to support them to do so. In each case, we need to process your personal data to pursue those interests.</p>
<p>Marketing our own products and services directly to our customers and prospective customers.</p>	<p>Legitimate Interests &amp; Consent - we have a legitimate interest to market our products and services to existing and prospective customers, and sometimes need to process your data to do this. In some circumstances, we will obtain your consent to send marketing communications.</p> <p>You always have the right to opt-out of direct marketing. See section 5 below for more information about marketing.</p>
<p>Enhancing our customers' experience of our services and websites. For example, we use information on your visits to our websites to evaluate and understand how different people navigate our websites and how long they spend on particular pages.</p>	<p>Legitimate Interests - we sometimes need to process personal data to understand how you use our services so we can enhance them.</p>
<p>Market research and analysis, and the development of new services. For example, we may develop new services or new data services for business customers (for the purposes of</p>	<p>Legitimate Interests - we sometimes need to process personal data to develop new services we can offer you and others.</p>



## Royal Mail Courier Services Privacy Notice

maintaining accurate address data, for identity verification or fraud prevention purposes, and for helping businesses to target their marketing).	
Security, preventing fraud and money laundering, and taking action against fraudsters or people who commit an offence.	Legitimate Interests - we sometimes need to process personal data to protect rights, property and personal safety. See section 4 below for more information about security and fraud prevention.
Customs and tax clearance, and security screening when sending or receiving post to or from overseas.	Legal Obligation - we need to process personal data to comply with revenue and customs regulations.
Prevention and detection of crime - including the use of CCTV to protect our customers, employees and property.	Legitimate Interests - we sometimes need to process personal data to protect the rights, property and the personal safety of our staff and customers.
Complying with the law, including regulatory requirements.	Legal Obligation - to comply with our legal obligations, including regulatory conditions relevant to our business, and health and safety legislation, we sometimes have to process personal data.

Please note that we may process personal data relying on different lawful bases, depending on the specific purpose for which we are using personal data. Where more than one basis has been set out in the table above, please contact us using the details below if you need details about the specific legal basis on which we rely to process your personal data in a particular situation.

#### **4. Security and fraud prevention**

If false or inaccurate information is provided and fraud is identified, details may be passed to fraud prevention agencies – such information may be shared through the Cifas National Fraud Database (<https://www.cifas.org.uk/services/national-fraud-database>). Law enforcement agencies will access and use this information. Royal Mail Group and other organisations will also access and use this information to prevent fraud and money laundering, for example, when:

- Checking details on applications for credit and credit related or other facilities
- Managing credit and credit related accounts or facilities
- Recovering debt
- Checking details on proposals and claims for all types of insurance
- Checking details of job applicants and employees

We and other organisations will also access and use the information recorded by fraud prevention agencies from other countries.

## **5. Information about marketing**

### **Marketing**

RMCS would like to keep in touch with you about our products, services and offers that might interest you. You have a choice whether you wish to receive these communications and may object at any time.

RMCS won't send individuals these communications if you opt out or otherwise ask us to stop direct marketing. Where we collect contact information from you, which may be used for marketing purposes, we will provide you with an opportunity to object to marketing.

Organisations can process personal data for direct marketing purposes where it is in their legitimate interests. RMCS has a legitimate interest in promoting its products and services but will always comply with privacy regulations and individuals' right to object to marketing.

We may use your personal data, with your permission, to enable us to provide you with targeted marketing content through social media and online.

### **To personalise your experience**

We want to ensure that marketing communications relating to our products and services, including online advertising, are relevant to your interests. To do this, we may use your personal data to better understand your interests so that we can try to predict what other products, services and information you might be most interested in. This enables us to tailor our communications to make them more relevant and interesting for you. Looking at your browsing behaviour and purchases helps us to better understand you as a customer and it allows us to provide you with personalised services and communications. We may also measure your responses to marketing communications relating to products and services we offer, which enables us to offer you products and services that better meet your needs as a customer.

### **Changing your marketing preferences:**

You can change your marketing preferences online, over the phone, using the 'unsubscribe' link in our marketing emails, replying STOP to the short code in our marketing text messages or by writing to us at any time. The choice is entirely yours, but if you say you do not want to receive marketing

information from us this will prevent you from receiving offers or hearing about other products which may be of interest to you.

You may still receive service-related communications from us. For example, you may still receive a message to confirm your order and provide important information about your use of our products or services. You can contact to ask us to stop sending marketing emails, letters or other forms of direct marketing by emailing us at the following address [information.security@royalmailssameday.com](mailto:information.security@royalmailssameday.com)

### **Market research**

We like to hear your views as this can help us to improve our products and services. So from time to time we may contact you for market research purposes. You always have the choice about whether to take part in our market research.

## **6. Who does RMCS share data with?**

Relevant businesses and employees or agents within RMCS and the Royal Mail Group may access your data for the purposes set out above. For example, if you contact us with an enquiry or complaint, your information will be seen by relevant employees within our Customer Services teams. Categories of recipients outside of RMCS and the Royal Mail Group are listed below:

### **Customers**

We share personal data with RMCS customers for the purposes of providing services to them. For example, this includes the provision of proof of delivery information for items we have delivered or data shared in accordance with the terms and conditions of specific services.

### **Selected third parties**

Information will be shared with specific categories of third parties where customers have indicated they wish to receive information about products, services or promotions that may be of interest to them.

RMCS will share personal data with its business partners, where services are provided together with such business partners and it is necessary to disclose the information to them in order to provide the services, for example, third party couriers delivering items on our behalf.

## Royal Mail Courier Services Privacy Notice

RMCS may share personal data with other organisations or public bodies for legal purposes, such the police, law enforcement agencies, fraud prevention agencies and other bodies where is necessary or appropriate for the prevention or detection of crime or to protect the rights, property or safety of any person.

### **Postal authorities**

RMCS may share personal data with overseas postal authorities. If you send Goods overseas, Royal Mail Group will provide the data required for customs and tax clearance or for security screening. This information will normally include: shipper name and address, receiver name and address, description of the goods, number of pieces, weight and value of shipment.

RMCS may also share personal data relating to the addressee/recipient of an item which is sent overseas. Where an item is sent overseas, we will provide overseas postal authorities with information required for transport, customer clearance and delivery.

### **Disclosures required by law or for regulatory purposes**

RMCS may be required to disclose certain personal data because it is required by law or for the purposes of legal proceedings.

Personal data may be shared with regulators, such as the Information Commissioner, where necessary or appropriate for regulatory purposes such as compliance with legal obligations.

## **7. Transfers of personal data outside of the UK**

We may transfer personal data outside of the UK where a Royal Mail Group company or other body outside of the UK needs to process information for the purposes stated in this policy.

We may send information outside of the UK where we use a service provider or technology provider based overseas. Where we send personal data outside the European Economic Area ("EEA") we will ensure that suitable safeguards are in place to protect the information. For example, these safeguards might include:

- We'll use the model contractual clauses provided by the European Commission

## Royal Mail Courier Services Privacy Notice

- The European Commission will decide that the country or international organisation has an adequate level of personal data protection
- The information will be handled by an organisation that is providing a level of protection that's approved by the European Commission. For example, the Privacy Shield scheme for organisations based in the USA

### **International Services**

Where Goods are sent overseas, personal data needs to be shared between postal authorities in different countries. There is a legal requirement for postal authorities to share certain information.

Personal data that RMCS collects from you may be transferred to, or stored or processed at a destination within or outside the European Economic Area ("EEA") by ourselves or one of our suppliers in accordance with applicable laws on data protection. Such processing may include, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services.

### **8. How long do we keep personal data?**

RMCS' policy is to only retain information for as long as it is required for the purpose or purposes for which we use it. We will determine how long to retain different data based on the following requirements:

- How long the information is needed for the purpose or purposes it is used for; and
- Legal and regulatory requirements - such as where RMCS needs to retain customer records and records of purchases for an additional period of time in order to comply with the law or in case of potential claims.

### **9. Your legal rights**

In addition to the methods specified below, if you wish to exercise your individual rights in respect of your personal data please contact [us using the following email address: information.security@royalmailssameday.com](mailto:information.security@royalmailssameday.com)

## Royal Mail Courier Services Privacy Notice

You have the following rights:

### The right to be informed

Royal Mail Group will provide you with 'fair processing information' where we collect personal data from you (e.g. when you open an account or apply for a service online) and also through privacy notices such as this one.

### Right of access

You have the right to access your personal data and details of how we process them.

RMCS provides customers with access to their personal information and the opportunity to amend and update their details or preferences (including consent to receive marketing communications) in order to keep the information up-to-date and accurate.

You can request details of the personal data RMCS holds about you, by contacting [us using the following email address: information.security@royalmailsameday.com](mailto:information.security@royalmailsameday.com)

When contacting us proof of identification is required in order to protect your information. We also request that applicants state which information and processing activities their request relates to (e.g. which services does the request relate to) as well as likely dates of the processing. An optional application form may be provided to assist us in confirming your identity and locating the information you require.

### Right to rectification

You have the right to have personal data about you rectified if it is inaccurate or incomplete.

RMCS will ensure that personal data is kept accurate and up to date as far as is reasonably possible. However, RMCS relies on customers to ensure that some of the information it holds about them is accurate and up-to-date. We encourage customers to inform RMCS of any changes to their information

### Right to object

## Royal Mail Courier Services Privacy Notice

You have the right to object to direct marketing as set out in section 5 above. Individuals also have the right to object to the processing of personal data based on legitimate interests or the performance of a task in the public interest.

### Right to erasure

You have the right to request that we delete or remove of personal data from our records where there is no legitimate reason for us to continue processing it. Where personal data is still needed for legitimate purposes, it will not be possible to delete that data and some requests may therefore be declined.

### Right to restrict processing

You have the right to 'block' the processing of personal data in limited circumstances. This right may apply:

- If the accuracy of your personal data needs to be verified;
- If the legal basis for processing your personal data is disputed and needs to be considered by RMCS;
- If processing was unlawful but you do not want personal data to be deleted; or
- If personal data is no longer required by RMCS but you want the data to be retained for the purposes of a legal claim.

### Right to data portability

This right only applies to personal data which you have provided to us, which we use on the basis of your consent or to perform a contract with you.

The right to data portability enables individuals to reuse their personal data across different services; allowing them to move or copy data from one organisation to another if they choose.

### Your right to withdraw consent

Where we process your personal data based on your consent, you have the right to withdraw that consent.



**10. How to contact us**

Customers with enquiries relating to products or services provided by RMCS can contact us using the following details:

General Manager  
Royal Mail Courier Services Ltd  
Unit 5 Haddonbrook Business Park.  
Fallandon Road  
Peterborough  
PE2 6YX

[Email: information.security@royalmailssameday.com](mailto:information.security@royalmailssameday.com)

**Our Data Protection Officer**

You can contact RMCS Data Protection Officer at:

General Manager  
Royal Mail Courier Services Ltd  
Unit 5 Haddonbrook Business Park.  
Fallandon Road  
Peterborough  
PE2 6YX

**Right to complain to the supervisory authority**

If you believe we have failed to comply with our legal obligations, you have the right to complain to the Information Commissioner's Office at the following address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF  
[www.ico.org.uk](http://www.ico.org.uk)

### **11. Website use and Cookies**

We may record information about the devices used to access our websites and information about your use of those websites, such as the pages you have visited. We also use cookies to provide us with information about how our websites are used. Cookies are text files placed on your computer when you use a website. For details of Cookies used by RMCS and other Royal Mail Group websites, including targeting or advertising cookies, please refer to the Cookies Policy on our websites, including:

[www.royalmailgroup.com](http://www.royalmailgroup.com)

[www.royalmail.com](http://www.royalmail.com)

[www.royalmailsameday.com](http://www.royalmailsameday.com)

### **12. Links to other websites**

RMCS and Royal Mail Group websites may include links to other sites. We will make every effort to provide links to high quality, reputable sites but are not responsible for their privacy practices, site content, or the services they offer.

### **13. Changes to our privacy notice**

We will keep our privacy notice under regular review and will place any updates on this webpage. This privacy notice was last updated **24.05.2018**