



## Web 3 Privacy Policy

Here at Post Office we're committed to protecting your personal information and respecting your privacy in everything we do. This Policy lets you know what data we may collect about you, how we use it and gives you information about your rights and how you can get in touch with us. This policy covers the use of the Web 3 website.

### What information we collect about you

- We may collect Identity Data including first name, last name, username or similar identifier, title, company name.
- Contact Data including email address, telephone numbers, and company address.
- Profile Data including your interests, preferences, feedback and survey responses.
- Usage Data including information about how you use our website, and take part in activities to provide products and services. We also collect any data you may provide through this website when you contact us via a web form or if you apply to work with us, enter a tender, auction or survey or give us feedback.
- We may also receive personal data about you from various third parties and public sources such as Companies House.

### Why we collect personal information about you and what we do with it

- Where we have a justifiable reason ('legitimate interests').
- To manage and administer your relationship with us, which will be related to the business of the relevant supplier or subcontractor.
- To allow our internal business processes to function- for example transacting with our partners, carrying out audits, producing management information and dealing with complaints.
- To help keep our website safe and secure.
- To request feedback on our performance.
- To help prevent fraud and maintain security.

### Who we share your information with

We do not sell your information to anyone and only pass it to our trusted partners and service providers who work with us to run our business.

We may pass your information to:

- Service providers who manage our IT system on our behalf.
- Regulatory bodies, courts and law enforcement agencies.
- Our partner companies to supply products or services and where there is a complaint or query.

### How long do we keep your personal information?

How long we keep your personal information depends on why we have it and what we're doing with it.

- We keep records of any dealings you have with us or our partner companies for up to six years after the last contact. This is so that we can respond to any complaints or disputes that may arise.
- We will keep other personal information about you if it is necessary for us to do so to comply with the law.
- Data collected from using the website such as IP address is deleted after 28 days.

### Transferring information outside of the EEA

Your information may be processed outside of the EEA by the service provider who runs the platform on our behalf. In these circumstances, contracts are in place (known as 'EU Model Clause') to allow the data transfer to ensure that your information is kept secure and managed to the standards required by the UK Data Protection Act 2018.

### **Keeping your personal information secure**

We take the security of your personal information seriously. We've implemented technology and security policies, rules and measures to protect the personal information we have under our control, both on and offline, from improper access, use, alteration, destruction and loss.

We will take all reasonable and proportionate steps to protect your personal information.

### **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.

**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. For more information, visit the [ICO](#) website.

### **Contact us**

For further information about our privacy practices and to request any of these rights then please contact our Information Rights Team. To contact the team, you can:

Write in: Post Office Information Rights Team, Finsbury Dials, 20 Finsbury Street, London EC2Y 9AQ.

Email: [information.rights@postoffice.co.uk](mailto:information.rights@postoffice.co.uk).