

Drop & Go Privacy Policy



This policy is to be read alongside the main Privacy Policy of Post Office Limited. This Policy deals with the extra data processing activities that are carried out for Drop & Go.

This is relevant to individuals who have accounts as well as people who are named as contacts for a company Drop & Go account.

What information we collect about you

We collect email address, name, address, phone number and a password in order to set up and administer your account with us. We also obtain details about the company that you represent, if this is relevant to your situation. Information about the people you send letters or parcels to is collected so that we can deliver the packages as requested.

Transaction data such as when and where you use Drop & Go and how much is spent is captured as you use the service.

If you report an issue or make contact with us, we will capture enough information to allow us to investigate and respond.

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

Where we have an obligation as a provider of Post Office products and services (for the 'performance of a contract')

- To create an account for you and operate the service, including taking payment.

Where we have your permission ('consent')

- Consent is used for direct marketing purposes; we only send you offers that are relevant to you. Please review the main Privacy Policy for more details and how you can contact us to change your mind.

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

- To enhance or improve your experience with us. This may mean that we learn about your preferences and habits and then tailor our communications with

you to make sure that what we send is relevant to you ('profiling').

- To help keep our website safe and secure.
- To allow our internal business processes to function- for example transacting with our suppliers, carrying out audits, producing management information and dealing with complaints.
- To undertake market research and request feedback on our performance.
- To help prevent fraud and maintain security.
- To assist in training, quality assurance and compliance.

Who we share your information with

We share data with our providers who manage the system on our behalf and our third party who sets up the account authentication functionality. Details such as name, amount and card details are passed to our providers who process payments.

Transferring information outside of the EEA

Your information is able to be viewed from India by the service provider who runs the platform on our behalf. Contracts are in place (known as 'EU Model Clause') to allow the data to transfer to India so that your information is kept secure and managed to the standards required by the UK Data Protection Act.

How long do we keep your personal information?

We keep your data for 2 years following the closure of an account.