



## Royal Mail Policy Statement

# Data Privacy Policy

Royal Mail Group Limited (RMG) respects the privacy of all its colleagues and customers in relation to any personal data it collects, stores and processes about them. We accept our responsibility to ensure that all such personal data is managed in line with all applicable data protection and privacy laws. This policy sets out the steps our people must take to do this.

### We will:

- Only use personal data for specified and lawful purposes and in line with our published Privacy Notice<sup>1</sup> and Employee Privacy Notice<sup>2</sup>.
- Classify<sup>3</sup> and protect any personal data RMG holds based on its volume, importance and sensitivity to the business and individuals, applying additional protection as required to sensitive data (Appropriate Policy Document<sup>4</sup>) and payment card data (PCI Standard<sup>5</sup>).
- Ensure personal data is kept accurate and up to date, deleted and disposed of carefully and only retained for the time period set out in our Corporate Retention Schedule<sup>6</sup>.
- Complete data protection and information security training promptly as required.
- Report any actual or suspected personal data breaches to the 24-hour IT Helpdesk on **GRO** as soon as possible.
- Ensure all the necessary due diligence and data sharing guidance is followed when using a third-party supplier to process personal data on RMG's behalf, or when we transfer personal data outside the UK.
- Follow all the additional requirements regarding the protection of personal data including any individual responsibilities of usage of RMG devices which is outlined in the Information Security Policy<sup>7</sup> and Acceptable Use Policy<sup>8</sup>.

**30 June 2022**

**Policy Owner:** Director of Privacy and DPO

### Where to go for help

This policy is supported with the following documents:

1. Privacy Notice
2. Employee Privacy Notice
3. Information Classification Standard
4. Appropriate Policy Document
5. PCI Standard
6. Corporate Retention Schedule
7. Information Security Policy
8. Acceptable Use Policy

If you need help with this policy, please contact the Data Protection Office team at [thinksecure@GRO](mailto:thinksecure@GRO) or visit the [Think Secure](#) intranet page.

### Who does this Policy apply to?

This policy applies to all individuals working for Royal Mail Group Limited (including Parcelforce Worldwide), including employees, workers, and agency workers. The spirit of this policy should also be applied to any individual or company who deliver services to or on behalf of Royal Mail Group Limited. This policy is not applicable to companies within the General Logistics Systems BV group.