

Privacy policy

PRIVACY POLICY

This page states our Privacy Policy for our Website located at www.ipostparcels.com (the "Website").

General

UK Mail facilitates the delivery of important letters, parcels and documents. As such, personal information will be required from you if you wish to use our Website for purposes including the use of our online credit card payment facility. In addition, we may ask for personal information from you specifically so that we can tailor special offers to you.

Your privacy is important to us. This privacy policy is intended to give you confidence in the privacy and security of the personal information we obtain from you whether you are merely visiting our Website, or are making a payment using our online credit card facility. However, please note that we are not responsible for any use of your personal information in respect of third party websites that may be accessed via this Website. You will therefore need to review the privacy policy of any third party websites that you use. Please note we do not store credit or debit card details.

Collection of Personal Information

When you access our Website, cookie information pages you have requested and your IP address may be recorded by us and/or third parties from your browser as set out in this policy <http://www.ukmail.com/privacy.html>. If you use this Website you may be asked for personally identifiable information such as your name and address. By giving us such information you will need to consent to our using it in the manner described in this policy. On-line credit and debit card payments to UK Mail are made through a third party provider and will require us to share personal information with Online Payments Limited.

Use of Personal Information

We may use your information to provide access to privileged areas of the Website, personalise your visit to our Website, to enable us to review, develop and improve the products, services, and special offers we provide online, as well as to administer any payment request that you may wish to make.

We may occasionally carry out market research and send you details of services and offers that we think will be of interest to you. If you do not wish to receive such information, please email us at marketing@ukmail.com

Disclosure of Personal Information

We may provide information about you to employees and agents of UK Mail to administer any accounts, products and services provided to you by UK Mail.

We will not disclose your personal information to any third party unless you have consented to such disclosure or where we are required to do so by law. Should you breach our terms and conditions or terms of use or if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, we may disclose your information to a relevant authority. This may include exchanging information with other companies and organisations for the purposes of detecting crime, fraud protection and credit risk reduction.

Any disclosure of personal information will be strictly controlled and made fully in accordance with current UK legislation, in particular the UK Data Protection Act 1998 (the Act). For the purpose of the Act, the data controller is UK Mail Limited, Express House, 120 Buckingham Avenue, Slough, Berkshire, SL1 4LZ.

Right to access your Personal Information

The Act gives you the right to access information held about you. You can obtain access to your personal information held by us by sending a cheque for £10 (to cover administration costs for collating this information), made payable to "UK Mail Limited", to: Information Security Manager, UK Mail Limited, Express House, 464 Buckingham Avenue, Slough, Berkshire, SL1 4LZ.

Our Cookie Policy

A cookie, also known as a HTTP cookie, web cookie, or browser cookie, is a small piece of data sent from a website and stored in your web browser whilst you are viewing or shopping on a website. When you visit the same website in the future, the data stored in the cookie can be retrieved and informs the website of your previous activity. Cookies were designed to be a reliable way for websites to remember the activity a user had taken in the past. This can include clicking particular buttons, logging in, or a record of which pages were visited by the user previously. The ipostparcels.com website uses cookies to keep track of what you have in your basket and to remember you when you return to our site.

Cookies cannot harm your computer. They are not computer programs, and they cannot be used to spread computer viruses, obtain email information or obtain credit card details. The cookies created by ipostparcels are used to provide information about numbers of visitors the website receives; the average time spent on particular pages and generally improves the performance of our web site.

To send parcels with ipostparcels.com you need to have cookies enabled. If you don't wish to enable cookies, you'll still be able to browse the site and use it for research purposes but will not be able to complete the checkout process.

Here's a list of the main cookies we use, and what we use them for.

Cookie	Name	Purpose
Essential site cookie	ASP.NET_SessionId	This cookie is essential for the online notification form to operate and is set upon your arrival to the ipostparcels site. This cookie is deleted when you close your browser.
Google Analytics	__utma __utmb __utmc __utmz	These cookies are used to collect information about how visitors use our site. We use the information to compile reports and to help us improve the site. The cookies collect information in an anonymous form, including the number of visitors to the site, where visitors have come to the site from and the pages they visited.

ShareThis	_unam	This cookie is used to count the number of unique users that share content and how many page views are generated from the resulting share.
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Third Party Cookies

We do work with carefully selected suppliers who may also set cookies during your visit to be used for remarketing purposes.

Cookie	Purpose	More information
Google Adwords	Sometimes we'll advertise on 3rd party websites and cookies are used to help us and our advertisers see which advertisements you click on and interact with. Examples of these advertisers include Google (including Google-owned DoubleClick for paid advertising on Google.com)	If you'd like to opt out, please go to the Network Advertising Initiative website - please note that we're not responsible for the content of external websites.

If you choose to 'share' content from the ipostparcels website through social networks – such as Facebook and Twitter - you may be sent cookies from these websites. We don't control the setting of these cookies, so please check with the individual websites for more information about their cookie policies.

Further information about cookies

If you'd like to learn more about cookies in general, how they work and how to control or delete them, then you may wish to visit aboutcookies.org

Security

At UK Mail we take security very seriously including the use of the online credit card payment facility operated by Online Payments Limited. Your browser will go into secure mode before you enter any payment details. You can check that you are making such payments in a secure environment by looking for either a locked padlock or a key icon in the grey bar at the bottom of your screen or when the address bar goes green.

Being in 'secure mode' means that all of your details are encrypted to help keep them secure. Encryption creates billions of code combinations to protect each transaction made on our Website, so your card details cannot be viewed by anyone else using the Internet. No credit or debit card details are stored on our servers once your initial payment has been processed. They are stored securely with Online Payments Limited. Once on their systems, all sensitive data is secured using internationally recognised 256-bit encryption standards. The encryption keys are held on state-of-the-art, tamper proof systems in the same family as those used to secure

VeriSign's Global Root certificate, making them all but impossible to extract. The data they hold is extremely secure and they are regularly audited by the banks and banking authorities to ensure it remains so.

If you have any further concerns about security, please email our Customer Service team at marketing@ukmail.com or call our Customer Service team on 08451 552 552.

Policy Changes

Changes in this policy will be posted on our Website. You are advised to check our Website regularly to view our most recent privacy policy.