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Please retain for your reference

Terms and Conditions for the Royal Mail Consumer Redirection Service and Special Circumstances Redirection Service

IMPORTANT

These Terms and Conditions, together with the relevant Redirection application form, govern our Consumer Redirection Service and our Special Circumstances Redirection Service. Please read these Terms and Conditions carefully before you make an application for either of these Redirection services. If you do not understand any point, or have any questions, please call our Customer Services Team on **0345 774 0740**.

Your attention is drawn to clauses 9, 11, 12 and 20 of these Terms and Conditions, which set out the limits to the Redirection service, your liability and our liability in connection with our Consumer Redirection Service and our Special Circumstances Redirection Service and Data Protection.

If you are applying for a Special Circumstances Redirection, your attention is drawn to clause 4 of these Terms and Conditions.

Delivery times are not guaranteed under our Consumer Redirection Service or our Special Circumstances Redirection Service. This includes any items sent by Royal Mail Special Delivery. This does not affect your statutory rights.

1 Definitions

1.1 The words defined in the form, and those set out below, apply to these Terms and Conditions (**terms**) unless the context otherwise requires:

additional persons means the people other than the lead applicant whose mail the lead applicant applies to have redirected;

agreement means an agreement on the terms of the form and these terms;

application means the application made for a Redirection by completing the form, or by telephone, and paying the required charges;

form means the relevant form for requesting a Redirection, either (i) in paper format and available from www.royalmail.com/redirection, Post Office® branches or requested from our Customer Services team (the paper form); or (ii) where applicable, the form completed online at www.royalmail.com/redirection to request a Redirection (the online form);

lead applicant means (i) in relation to the form for a Consumer Redirection, the person whose details are included first in section 4 of the paper form or, where the application is made online or by telephone, the person who makes the application; and (ii) in relation to the form for a Special Circumstances Redirection, the person with whom we enter into an agreement, as specified in clause 2.2;

new address means the address to which mail

is to be redirected, as detailed in the application;

old address means the address in the United Kingdom from which mail is to be redirected, as detailed in the application;

Redirection means our service described in these Terms and Conditions where mail is redirected from the old address to the new address;

Redirection term means the length of time for which we are asked to provide a Redirection, as stated in the application (being up to 3 months, 3 to 6 months or 6 to 12 months, unless specified otherwise in the application), together with any renewal made under clause 8;

Special Circumstances Redirection means a Redirection further to an application made in any of the circumstances set out in clause 4;

Consumer Redirection means a Redirection that is not a Special Circumstances Redirection;

we, us, our and ours means Royal Mail Group Limited, a company registered in England and Wales (company number: 4138203) whose registered office is at 100 Victoria Embankment, London EC4Y 0HQ; the Royal Mail Group VAT registration number is GB243170002;

working day means any day other than Saturday or Sunday or any bank holiday or other national holiday; and

you and your means the person with whom we enter into an agreement.

2 Our agreement with you

- 2.1 In relation to a Consumer Redirection, we enter into an agreement with the lead applicant.
- 2.2 In relation to a Special Circumstances Redirection, we enter into an agreement with the person who signs the form.
- 2.3 If you are applying to redirect the mail of any person other than yourself you must ensure you have that other person's consent to do so. By submitting this form you confirm that you have this consent from all other persons whose mail you are applying to redirect, and to our use of their data in the ways described above.
- 2.4 You will be responsible for complying with your own commitments in this agreement and you confirm that you have obtained the express consent of the other persons listed on the application to act on their behalf in relation to this agreement.
- 2.5 Each agreement takes effect from the time we accept the relevant application (including payment of our charges for the Redirection).

3 The application

- 3.1 We will not set up a Redirection unless we are satisfied as to your identity and authority to make an application. A list of the items we will accept as evidence of this is listed on the form and, in the case of an application for a Special Circumstances Redirection, in clause 4. Unless stated otherwise, identification evidence must be provided by and for (i) the lead applicant; and (ii) any other person specified on the form who has a different last name.
- 3.2 Although persons under 18 can benefit from the Redirection Service, you may only apply for a Redirection as a lead applicant (and any extension to the Redirection term under clause 8) if you are at least 18 years old. The lead applicant (and anyone with a different last name) must have been resident at the old address in the 6 months preceding the date of the application.
- 3.3 You must not include any additional person on the form, or in an application made by telephone, unless you have his or her express consent to do so, or you are otherwise authorised to make the request on that person's behalf, or the additional person is under 16 years of age and you are a parent or guardian who is entitled to make an application on his or her behalf.
- 3.4 If you complete an application (including any extension application made under clause 8) on behalf of any additional person, you are confirming to us that you have the express

consent of the person to make the application on his or her behalf, or are otherwise authorised to make the application on his or her behalf, or the additional person is under 16 years of age and you are a parent or guardian who is entitled to make the application on his or her behalf.

- 3.5 Fraudulently applying for a Redirection without proper authority may be a criminal offence which could result in prosecution.
- 3.6 We do not have to accept an application. We can refuse an application where we have a reason for doing so. Reasons why we may refuse an application include:
 - 3.6.1 failure to provide documents required by us to verify your identity and address, or the identity or address of any additional person;
 - 3.6.2 we have reason to believe that the documents you have provided to us are not genuine;
 - 3.6.3 we believe that you or any additional person is not resident at the old address;
 - 3.6.4 we suspect that any additional person has not given their consent to the Redirection or you do not have the authority (including as the parent or guardian of someone under 16 years of age) to make the application on his or her behalf; or
 - 3.6.5 the Redirection would be operationally impracticable, for example, if you ask for mail to be redirected to 2 separate locations.
- 3.7 If we choose not to accept an application, or if we are unable to implement the Redirection, we will tell you in writing within a reasonable time of our receipt of your application and send it to the old address or the new address (depending on your move date) and refund the charges we have received.
- 3.8 You must tell us immediately if any of the information you gave us in the form changes.
- 3.9 If Royal Mail receives objections to your application, we are obliged to investigate the matter to protect those named in the agreement and the residents of the affected address. Whilst investigations take place your mail may be held for up to 10 working days until enquiries are complete. We may ask you to provide at least 2 original documents that have been delivered to the old address in the 6 months preceding the start of the service; self-printed documents cannot be used for these purposes. A full list of accepted documents is shown on

our website at www.royalmail.com or in our product literature. If you cannot meet these requirements the service may be cancelled.

- 3.10 If there is any dispute as to who is entitled to apply for a Redirection, for example if more than 1 person makes an application relating to mail addressed to a particular person, we may delay the start of the Redirection or hold the mail for a period of 10 working days to enable the parties in dispute to resolve the matter or to obtain a Court order that confirms the identity of the person permitted to make the application. If no resolution can be reached within the 10 working days the service may be cancelled, or any affected names removed from the agreement and the mail will be delivered as addressed.
- 3.11 If Royal Mail receives information relating to the misuse of the service, or of fraudulent activity, from the police or other official bodies, the service may be cancelled for this reason.

4 Applications in special circumstances

- 4.1 We will only accept an application relating to mail addressed to a deceased person made by (in order of priority):
- 4.1.1 the person holding the Grant of Probate in respect of the deceased person;
 - 4.1.2 the person holding Letters of Administration in respect of the deceased person;
 - 4.1.3 an executor named in the deceased person's will; or
 - 4.1.4 the holder of a certified copy of the deceased person's death certificate.
- 4.2 Where a person (the donor) has given a Power of Attorney to another person (the attorney), we will only accept an application relating to the donor's mail from the donor themselves, or the attorney, as lead applicant.
- 4.3 Applications made in accordance with clauses 4.1 or 4.2 must be made using our Special Circumstances Redirection form and be accompanied by the following identification evidence:
- 4.3.1 for the person whose mail is to be redirected, either:
 - (a) in the case of a deceased person, the original or an office copy of their death certificate; or
 - (b) in the case of a donor of a Power of Attorney, and where the application is made by their attorney, a certified

copy of that Power of Attorney, grant of probate; and

- 4.3.2 for the lead applicant, the evidence listed on the form.
- 4.4 It is possible to include other persons in the application for a Special Circumstances Redirection, provided:
- 4.4.1 their old address and new address are the same as those of the person whose details are set out in section 2 of the Special Circumstances Redirection form; and
 - 4.4.2 we are supplied with the same identification evidence for those persons as if they had applied for a Consumer Redirection. For each of those other persons who has a different last name from the person whose details are set out in section 2 of the Special Circumstances Redirection form, an additional fee will need to be paid. If the applicant and the person named have different last names 2 fees need to be paid.
- 4.5 We may accept an application relating to mail addressed to a bankrupt person made by the appointed Trustee in Bankruptcy and/or the Official Receiver provided that we are given confirmation of the appointment and any supporting information we ask for.
- 4.6 We will set up and provide a Redirection if required to do so by a Court order.

5 Your obligations

- 5.1 You must:
- 5.1.1 comply with each of the provisions of this agreement;
 - 5.1.2 co-operate with us in all matters relating to the Redirection; and
 - 5.1.3 provide to us, as soon as possible, such additional and up to date information as we may reasonably require.

6 Confirming the Redirection

- 6.1 Upon receiving an application, we will send a letter to the old address, addressed to the lead applicant, acknowledging receipt of the application (a **confirmation notice**). If you apply online you will receive a confirmation email. If you (or any additional person) have already moved from or are no longer at the old address, or if you have requested that a Redirection takes effect within 5 working days of the date of the application, we will send the confirmation notice to the new address.

- 6.2 As a security measure, we may also send a letter to the old address to inform The Occupier of the Redirection.

7 Duration of the Redirection term

- 7.1 Subject to the rights to cancel and end the Redirection in clauses 13 and 15, we will provide the Redirection for the Redirection term. This will start on the later of:
- 7.1.1 5 working days from the date we receive the application (unless we agree otherwise); and
 - 7.1.2 the date specified in the application.
- 7.2 We will stop providing the Redirection at the end of the Redirection term and then deliver all mail as addressed.
- 7.3 The maximum Redirection term is 4 years, including any extensions. This is reduced to 6 months for a Redirection from a PO Box.

8 Extensions to the Redirection term

- 8.1 If you require the Redirection to be supplied for longer than the period specified on the application, you should make an extension application online (at www.royalmail.com/renewal), by telephone (by calling our Customer Service Team) or by post (writing to Royal Mail Redirection Centre, Trent House, Media Way, STOKE-ON-TRENT, ST1 5ST). We must receive your extension application at least 5 working days before the end of the current Redirection term to ensure an uninterrupted service. Renewals cannot be made at a Post Office®. Redirections can be extended up to the maximum period stated in clause 7.3.
- 8.2 You cannot extend a Redirection more than 6 months after it has expired. You will need to complete a new application if this happens.
- 8.3 There is a charge for extending the duration of the Redirection. The charges are variable. Current prices are available from our Customer Services team, Post Office® branches and are shown at www.royalmail.com/redirection. We will confirm the price to you at the time you request an extension.

9 Limitations on the Redirection service and timing of deliveries

- 9.1 The Redirection service is not available in the following circumstances:
- 9.1.1 where the old address is outside of the United Kingdom.
 - 9.1.2 where the old address is a British Forces

Post Office® address (but you may apply where the new address is a British Forces Post Office® address).

- 9.1.3 where the old address is a multi-occupied address which is not separately rated for council tax purposes and does not have a unique delivery point. Such premises include boarding houses, university halls of residence, nursing homes, caravan sites, hospitals, mail boxes and hotels.
 - 9.1.4 where the old address is a Post Restante address, or where the new address is (i) a Post Restante address outside the United Kingdom or (ii) a Royal Mail delivery office or Post Office®.
 - 9.1.5 where the old address is a business address. If you wish to apply for a Redirection from a business address you should refer to our Royal Mail Business Redirection Service, details of which can be found at www.royalmail.com/redirection
- 9.2 In addition you agree and acknowledge that:
- 9.2.1 Redirections can only be provided from a single old address to a single new address. You accept that the Redirection may impact upon delivery times. We will use our reasonable endeavours to deliver redirected mail in accordance with our usual timescales but this is not guaranteed and delays may occur. You should make alternative arrangements with the sender (such as using the new address) if timely delivery is critical, and recommend any additional person does the same. We will not be liable for any reasonable delay in delivering redirected mail.
 - 9.2.2 Guaranteed delivery dates, such as those provided under the Royal Mail Special Delivery service, do not apply to redirected mail. Royal Mail Special Delivery and Signed For items will still require a signature on delivery.
 - 9.2.3 Jointly addressed mail (for example, mail addressed to Mr and Mrs Smith) can only be redirected where there is a Redirection in place covering both names and redirecting mail to the same new address. If there is no such Redirection, we will deliver jointly addressed mail as addressed, unless we have written instruction from both parties setting out where such mail should be sent. The instruction

must be sent to the address set out in clause 19.1.

- 9.2.4 We cannot redirect Royal Mail Special Delivery, Parcels, Tracked or Signed For items to addresses outside the United Kingdom. We will not redirect (i) items carried via our Tracked High Volume service marked Restricted Goods. We cannot redirect outside the United Kingdom any item over 25mm in thickness, or 100g in weight, that appears to contain goods. Items below this thickness and weight, and items obviously only containing printed-paper, can be redirected abroad. These restrictions exist because:
- (a) items containing goods sent to non-EU destinations require a CN22 or CN23 customs declaration. These must be completed and signed by the sender at the time of posting. We cannot complete these forms as part of a Redirection;
 - (b) all countries, whether in the EU or outside of the EU, have specific lists of prohibitions and restrictions detailing what can and cannot be sent to those countries. We cannot Redirect items abroad where we do not know their contents and those contents might breach the prohibitions and restrictions in the destination country; and
 - (c) International restrictions on item sizes differ from those allowable in our domestic services.
- 9.2.5 Any items sent using any of the services set out in clause 9.2.4 while a Redirection is in place will be returned to the sender (where the sender's address is present). If you (or any additional person) expect items to be sent to the old address using 1 of these services you (or they) should tell the sender to use the new address, and you agree to let the additional persons know this.
- 9.2.6 We will only redirect items that are sent using our postal services. Parcelforce Worldwide items, and items delivered by any other postal operator, will not be redirected by us. We will not be responsible for the delivery service provided by any other postal operator.
- 9.2.7 There are laws that prevent us from redirecting certain items. There are

also laws that require us to return certain items to the sender and we may need to inform the authorities of this (for example, mail from government departments related to benefits). Even if we accept an application, any such items will not be redirected to the new address.

- 9.2.8 We do not have to provide the Redirection if we consider it unsafe or unreasonable for you to expect us to do so.
- 9.2.9 We cannot redirect items classified as Tracked Permitted Goods.

10 Payment

- 10.1 You agree to pay our current charges for the Redirection and any extension to the duration of the Redirection. We will not start the Redirection until we have received cleared payment in full. We will not extend the Redirection term until we have received cleared payment in full of the charges for extending the duration of the Redirection.
- 10.2 The charges for Redirections are set out on the relevant form and, where applicable, include VAT. Current charges are available from www.royalmail.com/redirection Post Office® branches, or on request from our Customer Services Team.
- 10.3 As part of our security measures, where you pay for the Redirection by telephone the Credit or Debit card used must be registered at the old address, or to such other person or address as we may require. This restriction does not apply in relation to any extension to the Redirection term made under clause 8. Where you pay for a new Redirection online, the Credit or Debit card can be registered at the old or new address. Any refund will be made to the Credit or Debit card used to make payment.

11 Our liability

- 11.1 We will only provide the Redirection for domestic and private use. You agree not to (and ensure the additional persons do not) use the Redirection for any commercial or business purpose, and we will not be responsible for:
- 11.1.1 any loss of profit, loss of business, business interruption or loss of business opportunity; or
 - 11.1.2 any other loss or damage, in each case, that results from any use of the Redirection for commercial or business purposes.
- 11.2 If we do not provide the Redirection as required by this agreement because of our negligence, our breach of this agreement or for any other

reason for which we are responsible in law (such as our duty to provide the Redirection service with reasonable care and skill) we will refund the charges you have paid for the Redirection on a pro rata daily basis for each working day when we did not provide the Redirection as required by this agreement, and that will be our only liability to you (subject to clauses 11.4 and 11.5).

- 11.3 Subject to clause 11.4, the total amount we will be liable to pay under clause 11.2 will not exceed the charges paid for the Redirection.
- 11.4 We do not exclude or limit in any way our liability that cannot by law be excluded or limited, such as liability for death or personal injury caused by our negligence.
- 11.5 Nothing in this agreement affects your statutory rights or other rights under a scheme or contract for the delivery of a postal item. The conveyance of a postal parcel, letter or any other item under our postal services, which is subject to a Redirection, is governed either by a scheme made under the Post Office Act 1969, the Postal Services Act 2000 or a contract with us, and compensation for loss of, or damage to, such an item, or if we deliver an item late, is provided by that scheme or contract and not by this agreement. You can find out more about the schemes at www.royalmail.com/termsandconditions Advice about your legal rights is available from your local Citizens Advice Bureau or Trading Standards office.

12 Your liability

- 12.1 You must pay to us our reasonable expenses incurred as a result of defending any action taken against us by or on behalf of any person (or the estate of any deceased person), where you were not authorised to make an application on behalf of or concerning that person and you knew or should have known that and have no reasonable explanation for having done so, provided we have followed our processes for checking entitlement to apply for a Redirection. Such expenses will include our reasonable legal costs incurred in defending any action, negotiating any settlement and in paying any amount awarded by a Court as a result of an action brought by such a person or reasonably agreed in settlement with such a person.

13 Cancelling the Redirection

- 13.1 You may cancel the Redirection at any time before the Redirection has started and we will refund the charges paid for the Redirection. You must inform us of your wish to cancel

in accordance with clause 13.3. This right of cancellation is in addition to, and does not affect, your statutory rights.

- 13.2 You also have a statutory right to cancel the Redirection within 14 calendar days starting on the day after we send you a confirmation letter (if you applied at a Post Office® branch, by post or by telephone) or confirmation email (if you applied online) (the "**Cancellation Period**").
- 13.3 To cancel the Redirection you must:
 - 13.3.1 if you applied at a Post Office® branch, by post or by telephone, send your request in writing to: Cancel my Redirection, Royal Mail Redirection Centre, Trent House, Media Way, STOKE-ON-TRENT, ST1 5ST. For security purposes, you must provide your full name, date of birth, the old address and new address, and signature as given in the application. A Cancellation Form is provided at Appendix 1; or
 - 13.3.2 if you applied online, please email your cancellation request to cancelmyredirection@royalmail.com For security purposes, your request must be from the same email account that was used to make the application and you must provide your full name, date of birth, and the old address and new address as given in the application. Please note that it may take up to 5 working days from receipt of your cancellation request for the Redirection to stop.
- 13.4 If you send your cancellation request:
 - 13.4.1 within the Cancellation Period and the Redirection has not started, we will refund the charges paid for the Redirection in full;
 - 13.4.2 within the Cancellation Period and, at your request, the Redirection has started, we will refund the charges paid for the Redirection less £10 to cover our set-up and service delivery costs; or
 - 13.4.3 after the Cancellation Period and, at your request, the Redirection has started, we will not provide a refund.
- 13.5 We will issue refunds within 14 days following receipt of your cancellation request.

14 Suspension of Redirection

- 14.1 As an alternative to cancellation, we may agree to suspend the Redirection, provided the lead applicant gives us 5 working days' notice and

provided the Redirection has not started and will not start within that 5 working days period. If we agree to suspend the Redirection, the Redirection term will not start until the lead applicant tells us in writing to the address set out in clause 19.1.

- 14.2 We will only suspend a Redirection for up to 6 months from the date that the Redirection was due to start. If at the end of this period the lead applicant has not informed us that he or she wishes the Redirection to begin within this period, we will refund the charges paid to us for the Redirection. If you subsequently wish to take out a Redirection, you will need to complete a new application.

15 Ending this agreement

- 15.1 We can end this agreement, or stop providing the Redirection, by giving the lead applicant at least 30 days' warning by writing to the new address. If we do so, we will make a pro rata refund of the charges we have received in respect of the unexpired period of the Redirection term.
- 15.2 We will end this agreement, and terminate the Redirection immediately if:
- 15.2.1 we believe that you are not entitled to the Redirection or authorised to apply for it;
 - 15.2.2 payment of our charges are dishonoured or refused by the payor's bank; or
 - 15.2.3 we are required to do so as a result of a Court order or any other legal or regulatory decision or requirement.
- 15.3 Either you or we can end this agreement immediately by giving notice to the other if the other does not comply with any of its responsibilities under this agreement and:
- 15.3.1 they cannot do anything to put the matter right; or
 - 15.3.2 they can put the matter right, but fail to do so within 14 days of being asked.
- 15.4 Any notice from you under this clause 15.3 must be sent to us by the lead applicant. We will send any notice to you under this clause to the lead applicant.
- 15.5 If either you or we end this agreement, we will each keep the rights we have against one another and which have already arisen regardless of the fact that the agreement has ended.
- 15.6 Any clauses that are expressly or by implication intended to continue in force following the end of this agreement shall do so. Without limiting the preceding sentence, clauses 1, 11, 12, 15.5,

19, 20 and 22 will survive and continue to apply regardless of the end of this agreement.

16 Amending the Redirection

- 16.1 Only the lead applicant may amend the Redirection provided that we receive written notice of the amendment (to the address set out in clause 19.1) no later than 7 working days before the start of the Redirection term. No amendment to the old address or new address is possible. A different old address and/or new address will require another Redirection.
- 16.2 Due to the period of time we require to set up the Redirection, you agree that any amendment to the Redirection that is requested in the 7 working days before the start of the Redirection term, or at any time thereafter, will require the cancellation of the Redirection which will be processed in accordance with clause 13. In these circumstances you will need to apply for a new Redirection and you will be required to pay the charges for the new Redirection. Any notice under this clause must be sent to the address specified in clause 19.1.

17 Changes to this agreement

- 17.1 We may amend these terms (including changes to applicable charges) by giving you at least 30 days' notice by publishing such changes on our website. We will only make changes for reasons including but not limited to:
- 17.1.1 making these terms clearer and more favourable to you;
 - 17.1.2 reflecting legitimate increases or reductions in the cost of providing the Redirection (any such increase shall not be applied retrospectively);
 - 17.1.3 providing for the introduction of new systems, services, changes in technology and products;
 - 17.1.4 rectifying any mistakes that may be discovered in due course; or
 - 17.1.5 reflecting a change of applicable law or regulation.
- 17.2 If we amend this agreement and you are not happy with those changes, you can end this agreement by writing to us at the address specified in clause 19.1 and we will make a pro rata refund to you of the charges we have received in respect of the unexpired period of the Redirection term.
- 17.3 Any amendment that is made to reflect a change of applicable law or regulation may take effect immediately or otherwise as we may specify.

18 Complaints

- 18.1 If you are unhappy with the service provided by us we have an internal complaints process. You can obtain details of our complaints procedure at www.royalmail.com
- 18.2 If you are not satisfied with our final response to your complaint, your case will be considered deadlocked. In these circumstances, you may be able to escalate your complaint to the Postal Redress Service (POSTRS). This is an external, independent Ombudsman style scheme.
- 18.3 POSTRS's role is to resolve customer disputes. POSTRS provide a free service and we are bound by their findings. For further information please refer to POSTRS's website www.postrs.org.uk

19 Notices

- 19.1 Where notices are required to be given to us in writing, you must send them to us by post to Royal Mail Redirection Centre, Trent House, Media Way, STOKE-ON-TRENT, ST1 5ST.
- 19.2 We will generally address any notices to you at the new address, marked for the attention of the lead applicant. However if we have reason to consider another address or person as more appropriate, we reserve the right to send any notice to that address or person instead or in addition to the new address.
- 19.3 Unless otherwise stipulated in this agreement, we will class any notice to have been given 2 working days after the date it was correctly posted.

20 Data Protection and confidentiality

- 20.1 The details included on the form, or provided in any application made by telephone, (including the details of anyone under 16) will be used by us, third parties acting on our behalf and other organisations selected by us for the following purposes:
- 20.1.1 processing the Redirection and complying with these terms;
- 20.1.2 informing other postal operators of the Redirection to enable them to deliver mail; and
- 20.1.3 informing organisations that the people whose mail is being redirected are no longer at the old address to help them avoid contacting those people at the old address.
- 20.2 The details included on the paper and electronic form, or provided in any application made by telephone, (excluding the details of anyone under 16) will be used by us, third parties acting

on our behalf and other organisations selected by us for the following purposes:

- 20.2.1 passing details regarding the status of the Redirection to other organisations to help prevent fraud and/or money laundering (this may include identity verification for fraud prevention and anti-money laundering purposes);
- 20.2.2 prior to the move date specified on the form, or in any application made by telephone, contacting the current occupants of the new address to:
- (a) suggest that they also apply for a Redirection, so they continue to receive mail after their move and in the interests of preventing fraud and/or money laundering; and
- (b) offer them home mover discounts, offers and information from a select number of organisations, including us.
- 20.2.3 after the move date specified on the paper and electronic form, or in any application made by telephone, contacting the new occupants of the old address to offer them home mover discounts, offers and information from a select number of organisations, including us.
- 20.3 We may write to you (including by email) shortly before the end of the Redirection term to ask if you wish to extend the term and to provide you with information on how to do so, even where you choose not to receive other marketing information. By entering into an agreement with us for a Redirection service, you consent to us contacting you in this way.
- 20.4 When you complete your application, you can choose from 2 services we offer that involve using each person included in your application. If you have filled in an application form, these services are identified in the "How we use the data" section of the form and you can opt out of these services by ticking the relevant boxes in that section. If you apply by telephone, you will be asked if you want to opt out of these services during your call. You can also contact Customer Services at any time to opt out, and you are ineligible for these services if you are under 16 years old. Further details of these 2 services are below:
- 20.4.1 the first service enables us to provide contact details (address, email and telephone) of each person included in your application to organisations that already know them, so that those organisations can update and add to

their records. These organisations will then know each person has moved without the need to notify them; and

- 20.4.2 the second service enables you and each person included in your application to receive discounts, offers and information that are relevant to home movers by post, email and/or telephone. These communications may come from us, or we may pass contact details (address, email and telephone) of each person named on the application to third parties acting on our behalf or other organisations selected by us. We will only provide contact details to other organisations that provide products or services that are relevant to home movers, such as companies in the energy, media, retail and insurance sectors. For example, we may share contact details with a domestic gas supplier which then emails you with a tariff offer, or with a DIY retailer which then sends you some discount vouchers in the post. We will screen all such material before it is sent, to ensure it is relevant to home movers. We will also take steps to ensure that each person will only be contacted by these organisations a limited number of times. You can also opt that we don't share email addresses with these other organisations for them to use this way, by ticking the relevant boxes in the "How we use the data" section of the application form, when you apply by telephone or at any time by contacting Customer Services (we may combine your data with other data, for example such as from our Postcode Address File when providing these services for the purposes of resale).
- 20.5 If you have used our Redirection services before we may hold within our database a record of your previous addresses. The services referred to in 20.4 above will be provided by reference to the last address for which you gave consent to receive them. You can request changes to any consents provided to us by writing to our Information Rights Team.
- 20.6 The details included on the Special Circumstances Redirection form will not be used for the purposes described in clauses 20.2.2, 20.2.3 or 20.4. The Redirection is not confidential. Any undelivered item may be returned to the sender bearing details of the new address.
- 20.7 We may also confirm the existence or not of a Redirection to any third party whom we consider has a legitimate right to such information.

- 20.8 We are required by law to inform certain authorities when a Redirection is in place, including the Department for Work and Pensions, other government departments and local authorities.
- 20.9 The details included in the application may also be used by us and shared with third parties when we believe it is necessary to comply with the law or protect our or another person's right, property, or safety.
- 20.10 For further information about how we use personal data please see our Privacy Policy at www.royalmail.com/privacy-policy

21 Matters beyond our reasonable control

- 21.1 We will not be responsible to you or any additional person if we are not able to provide the Redirection because of something beyond our reasonable control (such as war, acts of terrorism, extreme weather conditions, earthquakes, fire, floods, traffic congestion, mechanical breakdown – including of machinery, equipment, and vehicles any public or private road being blocked, or industrial action and the outcomes of it if this prevents us from providing our usual service). We will try to tell you promptly about any such events.
- 21.2 If we are not able to carry out our duties fully for more than 4 weeks in a row because of something beyond our reasonable control, you can end this agreement by telling us in writing. Any notice from you under this clause 21.2 must be sent to us by the lead applicant, whether for themselves or on your behalf. Where you cancel under this clause 21.2 you will receive a refund for the Redirection service for the period from the date (we receive your cancellation) to the end of the Redirection term.

22 General

- 22.1 A person who is not a party to this agreement (with the exception of any additional applicants) will not be able to enforce any term, provision, right or benefit under or in connection with it.
- 22.2 Each of the provisions of this agreement operates separately. If any Court or competent authority finds any provision (or part of any provision) to be invalid, illegal or unenforceable:
- 22.2.1 that provision (or part-provision) will, to the extent required, be excluded from forming part of this agreement; and
- 22.2.2 the remaining provisions will remain in full force and effect.
- 22.3 Each of us acknowledges that we cannot

- transfer the rights and duties under this agreement without the consent of the other, such consent not to be unreasonably withheld or delayed. You can use another person to carry out any of your duties as long as you tell us first. You will be responsible to us for any action that person takes or fails to take. We can use others to perform our duties and exercise rights but we will be responsible for them.
- 22.4 To avoid any uncertainty about what you expect from us and what we expect from you, this agreement consists only of the form and these terms and conditions. Please read the form and these terms carefully. If you do not understand any point, please contact our Customer Services team for further information on: 0345 774 0740. If you are deaf or hard of hearing, we offer a textphone service on 0345 600 0606. Calls may be recorded, monitored and used for training and compliance purposes. Alternatively, please write to Royal Mail Redirection Centre, Trent House, Media Way, STOKE-ON-TRENT, ST1 5ST. Nothing in this clause or this agreement will operate to limit or exclude any liability for fraud or fraudulent misrepresentation.
- 22.5 This agreement is governed by the law of that part of the United Kingdom in which the old address is located. Any dispute regarding the Redirection or arising out of or in connection with this agreement or its formation will be dealt with by the Courts of that part of the United Kingdom in which the old address is located.
- 22.6 This agreement (comprising these terms and the form) is only in the English language.

23 Online applications

- 23.1 The online form is available for completion on the following website: **www.royalmail.com** (the Website). The Website is operated by us.
- 23.2 The steps you need to take to submit an application using the online form can be found at **www.royalmail.com/redirection**
- 23.3 Please complete each section of the online form carefully. Our online application process allows you to check and amend errors before submitting your application to us.
- 23.4 After you submit the online form, you will receive an e-mail from us acknowledging that we have received the form.
- 23.5 We will also confirm our acknowledgement of the online form by sending a confirmation notice in accordance with clause 6.1.
- 23.6 We will not file a copy of the agreement between us.

PLEASE CUT HERE

APPENDIX 1 CANCELLATION FORM

This form is not for use by businesses.

(Please complete this form and return to the address below ONLY IF YOU WISH TO CANCEL this agreement).

Cancel my Redirection, Royal Mail Redirection Centre, Trent House, Media Way, STOKE-ON-TRENT, ST1 5ST.

I hereby give notice that I wish to cancel my agreement with Royal Mail for the Redirection Service.

Reference number: _____

Full name of lead applicant*: _____ Date of birth*: _____

Old address*: _____

New address*: _____

Signature of lead applicant: _____ Date: _____

*Information required for security purposes and must match information given in the original application.