FCDO Services privacy notice for the handling of private mail (part of the Diplomatic Bag service). ​

**1. Who we are**

FCDO Services
Hanslope Park
Milton Keynes
Buckinghamshire
MK19 7BH

Email: FCOServices.LogisticsHelpdesk@fcdo.gov.uk

**2. What data we process and why**

We are a trading fund of the [Foreign, Commonwealth and Development Office](https://www.gov.uk/government/organisations/foreign-commonwealth-office) (FCDO) that operates in over 250 destinations across 168 countries.

FCDO Services works in the UK and overseas, providing a range of integrated, secure services worldwide to support diplomacy, development and defence for the UK government. We also offer services and expert advice to foreign governments and international organisations closely linked to the UK. In doing so we process personal data.

In particular, our logistics service ensures diplomatic mail and materials get where they need to be, when they need to be there – securely and without compromise. FCDO Services lead on all operational and logistical diplomatic mail issues and process the following categories of personal data for users of the diplomatic mail service overseas:

* your full name (and the names of any members of your household)
* your work contact details (email address / telephone number / post location)
* your overseas place of residence; and
* your staff number (where applicable)

We process this personal data for the purposes of fulfilling the UK’s statutory obligations under the Vienna Conventions on Diplomatic Mail.

**3. Legal basis for the processing**

FCDO Services processes this data because it is necessary to do so in order to perform its official functions as an executive agency of the Foreign, Commonwealth and Development Office – a UK Government department.

**4. Data sharing**

FCDO Services Logistics directorate records this data on a central database. We then share relevant data with appropriate suppliers, namely third-party logistics suppliers. This is to ensure that diplomatic and consular staff (and members of their households) receive the privileges and immunities to which they are entitled.

There may be other circumstances in which we may lawfully share your data with third parties where, for example, we are required to do so by law, by court order, or to prevent fraud or other crimes. Where we share data, however, we shall do so in accordance with applicable data protection laws.

**5. Data processors**

For mail delivery we use other suppliers to provide some parts of this service:

[Hellmann Worldwide Logistics Ltd](https://www.hellmann.com/en) – provision of Global Logistics Services

[Metafour UK Ltd](https://www.metafour.com/) – provision of warehouse management software (including 2nd line support by Metafour Asia (Bangladesh)

[Time:Matters Netherlands B.V.](https://www.time-matters.com/)– provision of Global Logistics Services

[Microsoft](https://www.microsoft.com/en-gb) – provides FCDO Services with a range of products

**6. How long we keep your data**

FCDO Services will retain your personal data for as long as any issues, or potential issues, relating to your mail delivery (including those of any members of your household) remain relevant. Such issues may arise after your posting overseas has ended.

**7. Your rights**

In certain circumstances you have the right to:

* [object](https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-object/) – request that your data is not processed for certain purposes
* [erasure](https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-erasure/) – request that your personal data is erased where one of the statutory grounds applies
* [data portability](https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-data-portability/) – the right to obtain and reuse your personal data for your own purposes across different services in certain circumstances
* [restrict processing](https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-restrict-processing/) – request that the processing of your personal data is restricted in certain circumstances – for example, where accuracy is contested
* [rectification](https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-to-rectification/) – request that any inaccuracies in your personal data are rectified without delay. Request that any incomplete personal data is completed, including by means of a supplementary statement
* [access](https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-of-access/) – request information about how your personal data is processed and to request a copy of that personal data

If your personal data is processed on the basis of consent, you have the right to:

* withdraw consent to the processing of your personal data at any time

**8. How to contact us**

If you have any questions about anything in this notice, or if you consider that your personal data has been misused or mishandled, or if you would like to exercise any of your rights, you can contact the FCDO Services Data Protection Officer:

Data Protection Officer
Knowledge and Information Management Team
FCDO Services
Hanslope Park
Milton Keynes
MK19 7BH

Email: FCDOServices.DataProtectionOfficer@fcdo.gov.uk

**9. Complaints**

You may also make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Email: casework@ico.org.uk

Telephone: 0303 123 1113

**10. Changes to this notice**

FCDO Services may modify or amend this privacy notice at our discretion at any time. When we make changes to this notice, we will amend the last modified data at the bottom of this page. Any modification or amendment to this privacy notice will be applied to you and your data as of that revision date. Changes to this notice will be posted on the FCDO Services website.

**11. Transfers of data outside of the UK**

As your personal data is stored on our IT infrastructure, and shared with our data processors, who provide logistics services using cloud storage solutions, it may be transferred and stored securely outside the UK. Where that is the case, it will be subject to equivalent legal protection through an adequacy decision, or the use of Standard Contractual Clauses (SCCs) or International Data Transfer Agreements (IDTAs).

Last updated: 9 September 2025