

SecureDrop eTag – Alternative Delivery Service Terms & Conditions

1. Definitions used in these Terms and Conditions

“Application Form” means the application form for the Service.

“Jersey Post” means Jersey Post Limited of Postal Headquarters, La Rue Grèllier, Rue des Pres Trading Estate, St Saviour, Jersey, JE2 7QS and which shall, where the context allows, include its successors and any assigns.

“Named User” means the individual applying for the Service provided by Jersey Post

“Relevant Address” means the postal address to which this Service is to apply.

“Service” means the SecureDrop Service which is subject to these Terms and Conditions.

“Require a signature” means services that must be signed for by the recipient in order to complete the delivery process

“Terms and Conditions” means these terms and conditions.

“you” or “your” means the person(s) applying for the Service.

“RDP” means Postal Headquarters, Rue de Pres Trading Estate.

“SecureDrop” means a secure, weatherproof location at your premises for the delivery of mail too large for a letterbox, or for items that require signature on delivery.

2. Using the SecureDrop service

2.1 Application for the Service

- Completion of the Application Form indicates agreement with these Terms and Conditions.
- Jersey Post has the right to refuse any application for the Service.
- All addresses must be correct and contain the correct postcode – for full and correct address details please contact the Customer Care Team on 616616 or email: customer-care@jerseypost.com or log on to www.jerseypost.com.
- Application for the Service must be made in accordance with the requirements set out on the Application Form.
- Provision of the Service at the relevant address is subject to Jersey Post’s agreement and exercised solely at Jersey Post’s discretion.
- All applicants must be 16 or older to access the SecureDrop Service.

2.2 Authority of all persons residing at the Relevant Address

- Registration for SecureDrop is on a household basis. All persons residing at the Relevant Address will receive the Service.
- It is the responsibility of the signee of this agreement to gain the permissions of all persons residing at the “Relevant Address” to use the SecureDrop service. By signing this agreement, you acknowledge that agreement has been granted by all eligible persons at the “Relevant Address”.
- If any person, who is not a Named User, begins occupation of the Relevant Address you must notify Jersey Post. Jersey Post will require confirmation in writing, from the new resident, that they wish to use the service.
- It is your responsibility as the service consumer to provide and ensure your chosen designated SecureDrop delivery area is secure. Jersey Post as the service provider take no responsibility for the security of the items once delivered to your SecureDrop delivery location.

2.3 Service

- Customers signed up to the SecureDrop service agree to Jersey Post delivering mail to their SecureDrop location.
- Parcels small enough to fit through a letter box will be delivered as normal. Any items requiring a signature will be left in a SecureDrop location.
- You are responsible for notifying Jersey Post of any change of address. Jersey Post has no liability for any items directed to the designated collection point, if you, or any Named User on the form, has moved and Jersey Post has not been notified of the move and/or new address.
- *Customers Signed up to SecureDrop agree to the delivery of items requiring signature to their SecureDrop location, as per the stipulations of the service.
- The only exception to you deciding where your SecureDrop location is, that if you reside in a multi-dwelling property with a mailroom or area already designated for mail delivery (i.e. post room). We as a provider will automatically deliver to the designated mail delivery area over a chosen location. You will continue to receive delivery notification as standard.

3. eTag SecureDrop service

3.1 Service Update

The enhanced SecureDrop eTag service is the latest SecureDrop Alternative Delivery Service which will replace the previous SecureDrop service. Access to this service will be rolled out from September 2021 to all new and existing SecureDrop customers following a pilot rollout.

The new service has been upgraded to a paperless service, which means that the Delivery Officer will have access to the correct delivery instructions upon scanning the eTag at a property and instead of a card through the letterbox advising of a successful delivery, SecureDrop customers will now receive real-time delivery notifications by text and/or email as soon as an item is delivered. Customers without a text or email communication preference will continue to receive a card through the letter box advising of successful delivery.

By accepting these Terms and Conditions, you have in turn signed the declaration described in section 1.4, giving Jersey Post permission to affix an eTag to your property in close approximation to your normal letter delivery point.

3.2 eTag

- The electronic tag or eTag is a unique digital marker for the geographical location of your property and provides Jersey Post with delivery information to a property. On arrival at a property, Jersey Post Delivery Officers will scan the eTag for information on the designated secure location to leave items.
- The eTag technology is “NFC” (Near Field Communication) which is a contactless communication based on a radio frequency (RF) field. This type of technology is also used in hotel key cards and contactless bank cards.

- The scanning of the eTag by Jersey Post will prompt an alert to you or the Named User of proof of delivery sent via email and/or text, dependant on the preferred method of contact. It is the customer’s responsibility to ensure Jersey Post hold the correct contact details and preferences for notifications.

3.3 Security of the eTag

The information held against the tags is stored remotely and the eTags do not store any readable personal or delivery information. Access to instructions associated with the eTag is encrypted and only readable by our Delivery Officers using Jersey Post handheld devices.

3.4 Affixing the eTag

The eTags are discreet and are affixed using a mild adhesive. The designated Delivery Officer will make an informed judgement on the colour of the eTag which will be as closely matched to the surface that the eTag is being applied to.

3.5 Change of address

If a SecureDrop customer moves property to a new address, they are required to informed Jersey Post of this change. The eTag will remain in situ and the relevant information saved against that property will be updated. The eTag will not move to the new address with the SecureDrop customer, instead a new eTag will be affixed to the new property if required.

3.6 Service Requirements

Once the new service has been rolled out to your area then Jersey Post will be unable to continue with the SecureDrop service without the use of an eTag. Refusal to affix an eTag to a property will result in the SecureDrop service not being available to that property and anyone residing at that address.

3.7 Replacement of eTags and Liability

Jersey Post may occasionally replace eTags if they become weathered or are unable to be read by our Delivery Officers. If the Occupier removes the eTag and damages the surrounding area, Jersey Post holds no responsibility and will not repair the damage caused. All eTags will be replaced free of charge.

4. Variation of the service

4.1 Suspension or termination of the Service

- Jersey Post, at its sole discretion, has the right to suspend, terminate or limit the Service at any time. In particular, Jersey Post may suspend or terminate the Service at any time if these Terms & Conditions are breached, or have not been agreed to, by you or any Named User.

4.2 Cancellation of the Service

- Any cancellation of the Service by you must be made in writing by you or any Named Users to Jersey Post in which case Jersey Post will stop using the service as soon as reasonably practicable.
- If you cancel the service, you must remove the barcode.

5. Other

5.1 Personal information

- By requesting the Service, you and each Named User, hereby authorise Jersey Post to collect, process and store the personal information requested in the SecureDrop Service Application Form and to disclose it to parties who are required to know for the purpose of providing the Service, including any parties related to Jersey Post. Jersey Post is required to comply with data protection legislation applicable in Jersey.
- In addition, by subscribing for the Service, you hereby give your consent to Jersey Post to check from time to time whether you or any Named User have applied for any redirection service and, if any redirection is identified, to terminate the Service in respect of the Relevant Address.

5.2 Verification of change to details

- If there is any change to the information contained in the application form/online form, or if you change address, you will provide Jersey Post with new information within 30 days of such changes occurring.
- Any changes made to your service needs to be made using the application method you signed up with. If you signed up to the service through a physical application form you must contact Customer Care who will facilitate the changes to your service. If you signed up through the online process you must change your details by logging into your online profile on jerseypost.com.

5.3 Amendments to Terms and Conditions

- Jersey Post reserves the right to amend these Terms and Conditions at any time. The provision of the Service is subject to compliance with these Terms and Conditions.

6. Declaration

By signing up to this service all persons residing at the given address have agreed to receipt of the service chosen. Jersey Post is authorised to deliver any appropriate items to the designated SecureDrop, and that in order to do so, give permission for Jersey Post to affix an eTag in close proximity to where letter mail is delivered. It is my responsibility as the service consumer to provide a secure and accessible location for my mail to be delivered to. Jersey Post Delivery Officers will take a photograph, using their delivery scanners, of the item in the safe place as receipt of delivery. Once Jersey Post has scanned and confirmed delivery of an item to the SecureDrop location, I have no claim against Jersey Post for non-receipt of, or damage to the items) occurring after delivery. Full for terms and conditions, see www.jerseypost.com.

7. For further information

Please contact the Customer Care team on 616616 or by emailing customer-care@jerseypost.com.