

## Privacy Policy

### Introduction

We are updating our Privacy Policy to meet the new European protection law known as the General Data Protection Regulation (GDPR). This Privacy Notice is effective from 25<sup>th</sup> May 2018 and replaces the procedures regarding the handling of personal data in accordance with the Data Protection Act 1998.

This updated Policy explains how we collect and use the data when you interact with our website, the retention and protection of your personal data and how to contact us if you are not happy.

The scope of this Policy applies to MOSAIC website and wherever else this Privacy Notice may be mentioned or referenced regardless as to how you access the site. It's likely that we may amend this Policy from time to time. Any updated versions will be posted on this site showing the effective date.

### Personal Information

#### *What Do We Class As personal Information?*

This is information relating to an identifiable natural person. A person who can be identified directly or indirectly, by a name, email, location data or more specific factors relating to, including to but not limited to the physical, genetic, or social identity of a natural person.

We do not and will not use any personal information that has been changed or amended so that it can no longer be used to identify a specific person.

#### *How We Collect Your Personal Data*

We will only collect your personal data when you provide your business card to a MOSAIC employee at an event, call, email @mosaicbusinessgrowth email addresses, visit our website or use our services. For instance, but not limited too, if you have shown interest in further information and passed your business card to receive such information, signed up to our newsletter, requested a call, or shown an interest in attending an event. This is classed as collecting your data with your consent.

We may need to collect and process your data for Legal compliance. There may be a legitimate interest for us to collect your data which might reasonably be expected as part of running a business.

#### *What Personal Data Do We Collect?*

When using our website we will collect your name, telephone number and email address along with other details as shown on the contact form and for items relative to your items of interest. At times there may be an option for a postal address. A telephone number will be collected should you call our offices. Your email address will be collected with any correspondence, queries or contact sent to any of the @mosaicbusinessgrowth.co.uk email addresses.

There may be a requirement to take notes of your conversations with MOSAIC employees. We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary. These could include queries, complaints, preferences and services you have shown an interest in. There may even be a requirement to collect information relating to your business such as financial records, your employee records, business plans and so forth for the purposes of performing our duties as a business coach to you that you have signed up for. This information relating to your business, will also be covered under our confidentiality agreement with you.

Information is also obtained by the use of cookies in your web browser (please see our Cookies Policy). This could be which pages of our website you have visited, the location of your computer and any search items you may have entered.

#### *How We Use Your Personal Information*

We use your personal data to send you details of the services you have requested, to improve our services and to provide you with personalised updates for other services that may be in your interests. We may also use it to send you marketing material. We will contact you regarding changes to your account, for updates and upgrades, amendments to our services and to provide customer services.

We post client testimonials and comments on our website, which may contain personal information. We obtain each client's consent via email prior to posting the client's name and testimonial.

If the Law requires, your data may also be used to prevent, detect any fraudulent or criminal activities and if we were requested, to submit data to law enforcing bodies or Courts.

#### *You Choose How We Use Your Personal Information*

You always have a choice as to how we collect your personal information, how we use it and communicate with you. You choose how we send marketing material to you whether customised or not and if we send it to you or we don't. You have the choice to receive phone calls.

Our website includes Social Media features, such as the Facebook, Twitter or LinkedIn "sharing" or "follow" buttons. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account. To this end, such features may collect your IP address, which page you are visiting on our sites, and may set a cookie to enable the feature to function properly. This Privacy Policy does not apply to these features, instead they will be covered by the policies of the companies providing them.

#### *How Can You Access, Control or Amend Your Personal Information*

As required by applicable Law, you have the right to access your personal information; to correct, amend, and request a deletion or place a restriction on how we use it. You have the right to know what data we hold about you and we are happy to provide a copy of that data in a structured and readable format.

If any data we hold about you is incorrect, outdated or incomplete you have the right to ask us to correct and update it. You also have the right to object to us holding your data and processing it in any way. With this in mind you can ask us to delete it or restrict how we use it. Although this is governed by applicable laws it may restrict or impact any access you have to some of our services.

To request a copy of any information we may hold about you please Mosaic, Chestnut Lodge, Drovers Court, Desford, Leicester, LE9 9DY. You can also send an email to [dee.beckett@mosaicbusinessgrowth.co.uk](mailto:dee.beckett@mosaicbusinessgrowth.co.uk)

If you wish to amend or update your information please email [dee.beckett@mosaicbusinessgrowth.co.uk](mailto:dee.beckett@mosaicbusinessgrowth.co.uk)

You have the right at any time to request that we amend, update or delete your information and to also cease from using your information for any direct marketing activity.

#### *Sharing Your Personal Information*

We do not sell or disclose any personal information to any third party, whether this is for marketing or advertising purposes. We would gather your consent if this unlikely event arose. Your personal information may also be shared if we are required by Law or to detect, prevent or investigate any illegal or fraudulent activity that may be related to our services. At all times we will minimise the amount of personal information we disclose and will only share what is relevant and deemed a necessity for the purpose gained.

#### *Third Party Sites*

We do not sell or give your information to anyone.

From time to time, we may recommend third parties to you to support your business. Should we need to exchange personal details in order to facilitate this introduction, request to do so will be sought first.

We do not take any responsibility for the way these third parties use your information should you have signed up for their services. We cannot guarantee the security or privacy of your data if you disclose your information to any third party. Please consult these parties directly and review their website for their Privacy Policy.

#### *How Long Will We Keep Your Personal Information*

We will keep your personal information for as long as deemed necessary for the purpose it was collected, to provide you with any of our services that you have requested by visiting and logging in to our website and for any other legal or policy disputes. We may, periodically use your personal information to contact you to check and data cleanse our files, making sure you still consent to us holding your personal information and that our services are relevant.

#### *Where Your Personal Data Will be Processed*

Your data will only be processed within the UK.