



# Mount Privacy Policy

We take your privacy very seriously. Please read this privacy policy carefully - it contains important information about what to expect when we collect personal information about you and how we will use your personal data. This policy applies to information we collect about:

- a) people who do business with us and register for our services and purchase products from us.
- b) newsletter subscribers and visitors to our website
- c) prospective employees

## 1. The information we collect about you

- a) When you do business with us we collect the following personal information from you: name, email address, telephone number, and in some cases a postal address. When card payments are made to us we take your card details.
- b) When you sign up to our newsletter we collect your name and your email address. When you visit our website Google Analytics stores your IP address and location (this data is anonymised)
- c) When you apply for jobs with us we collect your CV and contact details.

## 2. How we will use the information about you

- a) We gather this information to allow us to process the job you have asked us to undertake and provide the requested products to you.
- b) Newsletter subscribers will be sent regular (roughly 1-3 per month) updates about Mount, including articles, news, and offers. IP addresses and anonymised website visitor information is used to monitor customer traffic to our website to help us develop and improve our website for the benefit of our customers.

- c) If you have applied for a job we will use your details to contact you about the job you applied for or any other roles that may be relevant within our company.

### 3. Who collects your information?

- a) When you request we undertake a job, we will ask for your contact details. This will usually be taken by our framemaker at a consultation, but can sometimes be via any of our staff members in person, via phone, email, or via our online "book an appointment" form.
- b) We use Mailchimp to send our newsletters, and most subscribers information will be collected via Mailchimp when you request to become a subscriber. In some cases we will collect this information direct from you when you fill out forms and tick a box that allows us to collect your information. Information about website visitors is collected by Google Analytics
- c) When you apply for a job with us we collect the information in whatever format you supply it to us, either via email, phone or in person.

### 4. Who will your information be shared with?

- a) We do not share your information with third parties, other than those necessary to complete the job you have requested we undertake. Your information will be retained on our systems and only our staff may access your information for the purposes of completing the work you have instructed us to undertake.

In some rare cases when a third party has approached us to request your contact information we may contact you to alert you to this fact in cases where we think the third party may be have relevant and important information to share with you (for example; if a gallery is interested in offering you representation or someone would like to buy your artwork). In this case we will never pass your information on without your express permission, we will only pass their information to you (providing that they have given permission to do so)

- b) Newsletter subscribers contact details are stored by Mailchimp. Website visitors IP addresses including locations are stored by Google Analytics or other analytics companies.
- c) prospective employees information is handled only by staff directly responsible for HR. If you accept a job with us, your information will be shared with a third-party payroll administrator.

### 5. How long do we keep your data?

- a) We keep your information on our system until you ask us to remove it. We retain your information to make it easier for you to use our services repeatedly, and to allow us to refer to previous jobs we have done for you where necessary. We may periodically delete information about jobs and clients that are more than a year old. You can ask us to remove your contact details from our system at any point.
- b) Mailchimp retains your information until you unsubscribe. We retain physical evidence of your consent (ie ticked paper or e-forms) until you unsubscribe via our newsletter/ Mailchimp or ask us to remove you from our list.
- c) We keep CVs that have been sent to us on file for an indefinite period in case an opening that could suit your skills comes up within our company. We will delete and/ or destroy this information at your request.

## 6. Information Sharing

We will not pass your details to third parties except where necessary in crime prevention and in the processing of the job you have asked us to undertake. If our business is sold or integrated with another business your details may be disclosed to our advisers and any prospective purchasers and their advisers and will be passed on to the new owners of the business.

## 7. Security of Information

- a) Your information is stored within a password-protected software system. As per our PCI compliance, all data is protected with firewalls and is encrypted.
- b) Newsletter subscriber and website visitor data is collected and stored by Mailchimp and Google Analytics (or other analytics companies) respectively, and generally not stored on our own systems. In the case of those who have subscribed to our newsletter via forms we retain a copy of the form at our premises or on our password-protected system.
- c) Prospective employees CVs are stored in our password-protected email accounts and/ or physically within our premises.

## Your Consent

By submitting your information and using our website, you consent to the collection, storage and processing of your personal information by us in the manner set out in this Policy. If we change our Privacy Policy, we will post the changes on this website so that you are always aware of what information we collect, how we use it, and under what circumstances we disclose it. We will also email you should we make any changes to give you a chance to ask us not to use your information in that way.

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