

# PRIVACY NOTICE

## Overview

Mauve Group is the trading name for the group of companies including Mauve Corporate Systems UK Ltd. For full details of the companies covered by the Mauve Group trading name, please refer to our [Organisational Chart](#).

This privacy notice explains how we use your personal information we collect when you:

1. Contact us through our website or visit the Mauve Group stand at an event;
2. Enquire about or purchase a solution or service from the Mauve Group.

## Topics:

1. Types of personal information collected by Mauve
2. How does Mauve use your personal information?
3. How to access and update your personal information
4. Non-personal information
5. Security measures for personal information
6. Who we share your personal information with
7. Transfer of personal data
8. How we use cookies and other technologies
9. Personal data of children
10. Third-party site links
11. Privacy notice updates
12. How to contact us with queries or concerns

## 1. Types of personal information collected by Mauve

### 1.1 Contact us through our website or visit the Mauve Group stand at an event

Website visitors may provide their personal information to receive more details on our solutions and services. Personal information may also be volunteered when you meet one of our employees at a networking event or visit the Mauve Group stand at a trade exhibition, again to obtain further information on our services. Examples of information we collect could include:

- Name;
- Contact details, for example phone numbers or email addresses.

We will seek your explicit consent to keep your personal data in our files to update you with our latest news, offerings and upcoming events. You will have the right to view, amend and delete this personal data at any time.

### 1.2 Enquire about or purchase a solution from the Mauve Group

When enquiring about or purchasing a solution or from us, additional personal information may be required to enable us to offer this solution to you. The type of information we may require will depend on the kind of solution applicable to your circumstances. Examples of personal data include:

- Nationality;
- Place of residence;

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- Financial details;
- Contact information;
- ID documents;
- Any other personal information required to perform the solution.

Following your request for or purchase of a specific solution(s), and in compliance with the GDPR, we may process your personal data as follows:

- **With Your Consent:** you have consented to the processing (for example, where we are required by local law to rely upon your prior consent for the purposes of direct marketing)
- **Performance of Contract:** the processing is necessary to perform a contract with you or take steps to enter into a contract at your request.
- **Compliance with Law:** the processing is necessary for us to comply with a relevant legal obligation (for example, laws which require us to collect tax information, carry out checks on clients, or which compel us to disclose information to public authorities or regulators).
- **Our Legitimate Interests:** the processing is in our legitimate interests, subject to your interests and fundamental rights, and notably our legitimate interest in using applicable data to conduct and develop our business activities, such as developing and maintaining relationships with our customers.
- **Defend Our Rights:** where the processing is necessary to the establishment, exercise or defense of legal claims.

## 2. How does Mauve use your personal information?

In cases where you have consented for the Mauve Group to send you information about our services and upcoming events, your personal data will not be shared with any third parties.

When requesting a specific service and/or purchasing a solution, we may use or share your personal data with the following third parties:

- Other organisations or service providers, including companies within the Mauve Group;
- Lawyers;
- Financial institutions;
- Government authorities e.g. immigration;
- Necessary third parties assisting the Mauve Group to perform its solutions.

This will allow us to offer you the best solution. Your information will only be shared in accordance with the specific solution(s) and will not be used for marketing purposes.

When sharing your personal information, we will operate in accordance with strict data and privacy procedures and will take steps to ensure that no personal data is used for purposes other than offering you the specific solution(s). Following the cancellation of the solution, we will keep your personal data for as long as it is necessary to fulfil our contractual and legal obligations (see section 6 – **Who we share your personal information with**).

## 3. How to access and update your personal information

You have the right to request a copy of the information that we hold about you. If you would like a copy of your personal information, please email or write to us at the address at the end of this notice.

Mauve Group only holds personal data that is relevant to enable the supply of our solutions and services. We therefore want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate, and instruct us to remove any personal data from our system as and when you do not wish us to hold the data any longer. This is subject to any legal requirement to maintain your information we must adhere to. We may limit or deny any access

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requests that impede our legitimate interests, except where prohibited by applicable law.

We do not store your personal data for any longer than is needed to carry out the actions and enquiries for which you initially provided the information.

#### 4. Non-personal information

Certain pieces of data we collect are anonymised to ensure we cannot identify or contact a specific individual. The anonymised form of this non-personal information means we can use and transfer the data for any reason.

We collect anonymised technical information when customers visit our website to identify trends and improve user experience; these include language, time zone, IP address and web browser provider. We also collect aggregated data from specific actions you take on our website; this helps us to identify trends in the use of our content and website structure, and make improvements. This Privacy Notice does not consider aggregated data to be personal data.

#### 5. Security measures for personal information

Mauve Group is committed to protecting your information from unauthorised access. We use a suite of protection methods including, but not limited to, password authentication controls, data encryption, anti-virus software and firewalls, to ensure your personal data is secure. Any physical data held by Mauve Group is protected with building and file storage access controls.

#### 6. Who we share your personal information with

Mauve Group will not share your information for marketing purposes with companies outside the Mauve Group.

In the event you make an enquiry into our products and services, Mauve Group may need to share your personal information with third-party service providers - for example to confirm the type of visa you require in a certain location. These are partners that we have contracted to assist us in providing our services. You will not receive any marketing contact as a result of this transfer of personal data - the purpose would be to determine the type of service you require and to create a bespoke solution based on your specific circumstances, or to action a solution you have purchased from us.

Our third-party providers are contractually-obliged by Mauve Group to protect your data through appropriate security controls to ensure your information is not unsuitably used or accessed. Our contracts with our third-party partners also prohibit the use of your data for any reason beyond those instructed by Mauve Group - we require our partners to comply with a data processing agreement (DPA) to this effect. Every partner in our network is due-diligence checked for compliance by a third-party organisation.

You are entitled to object to your personal data being shared with third-parties. We will be unable to provide services to data subjects who have objected to Mauve's sharing of personal data where it is required in performance of our contract with that data subject.

There may be a need to disclose personal information to public authorities if required by law, for example for law enforcement purposes or in the interest of national security.

#### 7. Transfer of Personal Data

As a company we transfer information and data on a daily basis to conduct our business activities. This data is transferred both internally and externally. In certain cases, we also transfer information to third party partners outside of the EU.

7.1 The company may transfer personal data either in paper or electronic format using a variety of media including in person, by e-mail, post/courier.

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- 7.2 Transferring personal information may be done individually but there are instances where small amounts of personal information are sent or carried out as a bulk transfer.
- 7.3 Two Examples of the transfer of personal data by the company include:
  - 7.3.1 Internal email is used to send information on a data subject including personal data.
  - 7.3.2 Information about multiple data subjects is sent to a third-party partner in a country outside the EU by email.
  - 7.3.3 The company recognises there can be risks when transferring personal information.

The severity and type of these risks will vary depending on the method of transfer and could include:

- 7.3.3.1 Information being lost, damaged or intercepted in transit e.g. stolen laptops, lost memory sticks, opened envelopes.
- 7.3.3.2 Information being sent to the wrong address via e-mail or post.
- 7.3.3.3 Information received by the organisation but not delivered to the correct person.
- 7.3.3.4 Personal information not being disposed of appropriately.
- 7.3.3.5 Personal information being deliberately transferred with criminal/fraudulent intent

## 8. How we use cookies on our website

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Mauve Group may use cookies and other technologies that utilise personal data in accordance with law. We use this information to identify trends and improve user experience of our website and content.

## 9. Personal Data of Children

Mauve Group's services are not aimed towards children, though we may require personal information from children when a service has been requested by a client for a child, for example processing dependents' visas. We only do this if this service has been requested from us and only with full parental consent.

We do not knowingly collect personally identifiable information from children without parental consent. Any personal information provided by users aged under 16 without verifiable parental consent will be immediately deleted from our files and databases. If a parent or guardian finds that a child has provided us with personal information without their consent, they must contact us.

## 10. Third-party site links

Our website contains links to other websites. This privacy notice only applies to our website so when you follow links to external websites, you should read their own privacy policies. Mauve Group has no control over how your information is processed by third-party websites, and is not responsible for third-party website privacy.

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## 11. Privacy notice changes

Mauve Group will occasionally make changes or corrections to this notice. When any material updates are made, we will provide a notification on our website as well as links to and copies of the notice itself.

## 12. How to contact us with queries or concerns

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us using the details below.

For any further information on Mauve Group's Privacy Notice or any questions on the matters of data protection and privacy, please contact:

Email

[privacy@mauvegroup.com](mailto:privacy@mauvegroup.com)

Post

Mauve Group - Data Protection and Privacy  
Mauve Corporate Systems UK Ltd.  
9 Franklins Yard  
Fossgate  
York  
YO1 9TN

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