

### Privacy Policy

1. Cloudfm Group Ltd. (“CFM”, “we”, “us”, or “our”) is strongly committed to protecting personal data. This privacy policy between you, the User of the website <https://www.mindsett.co.uk> and Cloudfm Group Ltd, the owner and provider of this Website. This privacy policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Website.

### Definitions and interpretation

2. In the privacy policy, the following definitions are used:

<b>Data</b>	Collectively all information that you submit to Cloudfm Group Ltd, via the Website. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws;
<b>Data Protection Laws</b>	Any applicable law relating to the processing of Personal Data, including but not limiting to the Directive 96/46/EC (Data Protection Directive) or the GDPR, and any national implementing laws, regulations and secondary legislation, for as long as the GDPR is effective in the UK;
<b>GDPR</b>	The General Data Protection Regulation (EU) 2016/679
<b>Cloudfm Group Ltd, we or us</b>	Cloudfm Group Ltd. is a Facilities Management company, headquartered in Colchester, England. Company registration number 09095504, at the following address: Cloudfm House, 3 Charter Court, Newcomen Way, Colchester, Essex, CO4 9YA
<b>User or you</b>	Any third party that accesses the Website, and is either (i) not employed by Cloudfm Group Ltd and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to Cloudfm Group Ltd and accessing the Website in connection with the provision of such services; and
<b>Website</b>	The Website you are currently using, <a href="https://www.mindsett.co.uk">https://www.mindsett.co.uk</a> , and any sub-domains of this site unless expressly excluded by their own terms and conditions.

3. In the privacy policy, unless the context requires interpretation:
  - a. The singular includes the plural and vice versa.
  - b. References to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this privacy policy.
  - c. ‘including’ is understood to mean ‘including without limitation’.
  - d. Reference to any statutory provision includes any modification or amendment to it.
  - e. The headings and sub-headings do not form part of this privacy policy.

### Scope of this privacy policy

4. This privacy policy applies only to the actions of Cloudfm Group Ltd and Users with respect to this Website. It does not extend to any websites that can be accessed from this Website including, but not limited to, any links we may provide to social media websites. It does not extend also to any Cloudfm providers client services or systems.
5. For the purposes of the applicable Data Protection Laws, Cloudfm Group Ltd is the ‘data controller’. This means that Cloudfm Group Ltd determines the purposes for which, and the manner in which, your Data is processed.

### How we collect Data

6. We collect Data in the following ways.
  - a. Data is given to us by you; and
  - b. Data is collected automatically.

### Data that is given to us by you

7. Cloudfm Group Ltd will collect your Data in a number of ways, for example.
  - a. When you contact us through the Website, by telephone, post, e-mail, social media or any other means. In each case in accordance to this privacy policy.

### Data that is collected automatically

8. The Website <https://www.mindsett.co.uk> uses 'Google Analytics' to collect data about the unique visitors. Making use of Cookies (such as the Google Analytics cookie) to collect data to allow us to track website audience, website demographics, and website content or page views.
9. All Visitors to the Website will be presented with a clear message asking them to provide consent (via opt-in) to these cookies and tracking mechanisms, with no scripts loading if consent not provided by the Visitor.

### Keeping the Data secure

10. All of the above information is held securely, and information is only used in the context of the specific processing purpose, and by individuals with the relevant rights of access to that information. We will not transfer your data outside of the EEA.
11. Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us via this email address [dpo@cloudfmgroup.com](mailto:dpo@cloudfmgroup.com).

### How Long do We Keep Information?

12. Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in the privacy policy, or until you request that the Data be deleted.
13. Any data deleted in relation to Website based requests will be permanent, with no record retained in any backup or offline copy.

### Links to other websites

14. The Website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. The privacy policy does not extend to your use of such websites. You are advised to refer to any privacy policy of such sites, if you have a concern.

### Your rights

Rights	What does this mean?
1. The right to be informed	You have the right to be provided with clear, transparent and easily understandable information about how we use your information and your rights. This is why we're providing you with the information in this Policy.
2. The right of access	You have the right to obtain access to your information (if we're processing it), and certain other information (similar to that provided in this Privacy Policy). This is so that you are aware and can check that we're using your information in accordance with data protection law.
3. The right to rectification	You are entitled to have your information corrected if its inaccurate or incomplete.
4. The right to erasure	This is also known as 'the right to be forgotten' and, in simple terms, enables you to request the deletion or removal of your information where there's no compelling reason for us to keep using it. This is not a general right to erasure; there are legal exceptions to this rule.

5. The right to restrict processing	You have rights to 'block' or suppress further use of your information. When processing is restricted, we can still store your information, but may not use it further. We keep lists of people who have asked for further use of their information to be 'blocked' to make sure the restriction is respected in the future.
6. The right to data portability	You have rights to obtain and reuse your personal data for your own purposes across different services. For example, if you decide to switch to a new provider, this enables you to move, copy or transfer your information easily between our IT systems and theirs safely and securely, without affecting its usability.
7. The right to object to processing	You have the right to object to certain types of processing including processing for direct marketing or, if you no longer want to be contacted about potential opportunities.
8. The right to lodge a complaint	You have the right to lodge a complaint about the way we handle or process your personal data with your national data protection regulator.
9. The right to withdraw consent	If you have given your consent to anything we do with your personal data, you have the right to withdraw your consent at any time (although if you do so, it does not mean that anything we have done with your personal data with your consent up to that point is deemed unlawful).

### If You Wish to Exercise Your Rights

15. If you wish to exercise any of the rights under the terms of GDPR, as set out in the sections above, then please write or email, stating clearly which right(s) you wish to exercise:

**Data Protection Officer**

Cloudfm Group Limited  
Cloudfm House  
3 Charter Court  
Newcomen Way  
Colchester  
Essex  
CO4 9YA

[dpo@cloudfmgroup.com](mailto:dpo@cloudfmgroup.com)

16. We will acknowledge your letter / email and will respond to the request within the required statutory period.
17. If you feel that your data has not been handled correctly, or you are unhappy with our response to any requests you have made to us regarding the use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. You can contact them by calling 0303 123 1113, or by going online at [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns).

### Policy Review / Update

1. This Privacy Policy will be reviewed and amended if applicable from time to time to take into account new laws, technology, changes to our operations and practices. Any information we hold will be governed by the most recent version of the policy on our website.