

PRIVACY POLICY

This website, brought to you by Mind Matters, prioritises the privacy of our users. Please read this Privacy Policy (the "Policy") carefully as it contains important information about how we will use your personal data. For the purposes of the EU General Data Protection Regulation (GDPR), Mind Matters (referred to as "we" or "us") is the data controller responsible for processing your personal data.

Throughout this policy, when we use the term "Website," we are referring to www.mindmattersconsultants.com.

Personal Data We May Collect About You

We collect various categories of personal data, including:

- **Identity Data:** such as first name, last name, maiden name, username or similar identifier, marital status, title, date of birth, and gender.
- **Contact Data:** including billing address, delivery address, email address, and telephone numbers.
- **Device Data:** comprising the type of mobile device you use.
- **Profile Data:** which includes your username and password, your interests, preferences, feedback, and survey responses.
- **Usage Data:** detailing your use of our Website, including traffic data and other communication data, as well as the resources you access.

We obtain personal data about you when you:

- Access our Website.
- Contact us via our Website.
- Participate in optional questionnaires, quizzes, or use other interactive features within our Website.

We collect this information mainly directly from you, although some elements are collected indirectly, such as your browsing activity while on our website. Please familiarize yourself with our Cookies Policy.

Special Category Personal Data

"Special categories" of particularly sensitive personal information, such as information about your health, racial or ethnic origin, sexual orientation, or trade union membership, require higher levels of protection. We need further justification for collecting, storing, and

using this type of personal information. We have in place appropriate policy documents and safeguards required by law when processing such data. We may process special categories of personal information in limited circumstances, such as with your explicit written consent, or where necessary to protect you or another person from harm.

How We Use Your Personal Data

We use your personal information to:

- Provide our services to you.
- Comply with legal obligations.
- Pursue legitimate interests, such as managing and improving our services.
- Legal Basis for Processing Your Personal Information

When we use your personal information, we must have a legal basis for doing so. This may include consent, contract necessity, legal obligation, or legitimate interests.

Who We Share Your Personal Information With

We may share personal information with law enforcement or other authorities if required by applicable law. We may share personal information with trusted service providers who assist us in operating our website, conducting business, or servicing users.

Marketing and Opting Out

We will only contact you by email or phone about our services if you have asked us to do so. If you no longer wish to receive such communications, you can opt out at any time.

Your Rights

Under the General Data Protection Regulation, you have various rights, including access to your personal information, correction of mistakes, erasure of personal data in certain situations, and more. For further information on these rights and how to exercise them, please refer to Regulation (EU) 2016/679.

Keeping Your Personal Information Secure

We have appropriate security measures in place to prevent personal information from being lost, accessed, or used in an unauthorized manner. We limit access to your personal information to authorised personnel only.

Data Retention

Details of retention periods for different aspects of your personal data are available in our retention policy, which you can request by contacting us. We may anonymise your personal data for research or statistical purposes.

Changes to This Privacy Policy

This privacy policy was published on January 12, 2024, and last updated on March 12, 2024.

How to Contact Us

If you have any questions about this privacy notice or the information we hold about you, please contact us.