

The Mosaic Link Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Telephone

07846760917

Email

info@themosaiclink.com

What information we collect, use, and why

We collect or use the following information to provide and improve products and services for clients:

- Names and contact details
- Addresses
- Occupation
- Third party information (such as family members or other relevant parties)
- Financial data (including income and expenditure)
- Usage data (including information about how you interact with and use our website, products and services)
- Health information (such as medical records or health conditions)
- Information relating to compliments or complaints
- Video recordings
- Audio recordings (eg calls)
- Records of meetings and decisions
- Website user information
- Business information, project details, business priorities, completed Workbooks, Founder Build Plans, weekly check-in responses and information members choose to share when receiving support.

We also collect or use the following special category information to provide and improve products and services for clients. This information is subject to additional protection due to its sensitive nature:

- Health information

We collect or use the following personal information for the operation of client or customer accounts:

- Names and contact details
- Addresses
- Purchase or service history

- Account information, including registration details
- Information used for security purposes
- Marketing preferences
- Technical data, including information about browser and operating systems

We collect or use the following personal information for information updates or marketing purposes:

- Names and contact details
- Addresses
- Profile information
- Marketing preferences
- Purchase or account history
- Website and app user journey information
- IP addresses

We collect or use the following personal information for scientific or historical research purposes, for statistical purposes or for archiving in the public interest:

- Addresses
- Purchase or client account history
- Website and app user journey information
- IP addresses

We collect or use the following personal information to comply with legal requirements:

- Name
- Contact information
- Client account information
- Any other personal information required to comply with legal obligations

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Account information
- Purchase or service history
- Customer or client accounts and records
- Financial transaction information
- Correspondence

We collect or use the following personal information to To assess applications for Founder Build Club, onboard accepted members and manage their participation in the membership.:

- Names and contact details
- Occupation
- Financial data (including income, expenditure and any existing insurance or other financial arrangements)
- Health and wellbeing information (such as medical records or health conditions)
- Client accounts and records
- Records of meetings and decisions
- Business information, project details, business priorities, completed Workbooks, Founder Build Plans, weekly check-in responses and other information members choose to provide when receiving support.

We also collect or use the following special category information to To assess applications for Founder Build Club, onboard accepted members and manage their participation in the membership.. This information is subject to additional protection due to its sensitive nature:

- Health information

Lawful bases and data protection rights

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO's website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to provide and improve products and services for clients are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for the operation of client or customer accounts are:

- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legitimate interests** – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We have a legitimate interest in using personal information to create, administer and maintain client and member accounts, provide secure access to our services and membership platforms, maintain accurate records and respond to account-related queries.

This processing allows The Mosaic Link to operate its services efficiently, protect accounts from unauthorised access and provide clients and members with the support they reasonably expect. We only collect information that is relevant and necessary for these purposes, restrict access to authorised people and retain it only for as long as it is required. We do not believe this processing creates an unreasonable risk to individuals' rights or freedoms, and individuals can contact us to question or object to how their information is used.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for information updates or marketing purposes are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to comply with legal requirements:

- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- **Legitimate interests** – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - We have a legitimate interest in using relevant personal information to respond to queries, investigate and resolve complaints, manage disputes and establish, exercise or defend legal claims. This processing helps us communicate with the people involved, understand what has happened, reach a fair outcome and maintain appropriate records of how the matter was handled. We only use information that is necessary and relevant to the specific query, complaint or claim, restrict access to authorised people and retain it only for as long as reasonably required. We consider these benefits to outweigh the limited privacy impact because the processing also helps protect the rights and interests of the individual raising the matter. Individuals can contact us to question or object to how their information is being used.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information to To assess applications for Founder Build Club, onboard accepted members and manage their participation in the membership. are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legitimate interests** – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- We have a legitimate interest in using relevant personal information to assess applications for Founder Build Club, determine whether the membership is suitable for an applicant, onboard accepted members and manage their participation in the community. This helps us maintain an appropriate membership environment, provide relevant support and ensure members receive the experience they reasonably expect. The processing is necessary because we cannot properly review applications or administer the membership without basic applicant, business and participation information. We only collect information that is relevant to these purposes, limit access to authorised people and retain it only for as long as reasonably required. We consider the benefits to both applicants and the Founder Build Club community to outweigh the limited privacy impact. Applicants and members can contact us to question or object to how their information is being used.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Where we get personal information from

- Directly from you
- Publicly available sources
- Suppliers and service providers
- Third parties:
 - Referral partners, professional contacts, event organisers and mutual connections who introduce potential clients or Founder Build Club applicants to The Mosaic Link.

How long we keep information

We keep personal information only for as long as it is needed for the purpose for which it was collected. Unsuccessful applications are normally kept for six months, while general enquiries are kept for up to twelve months after the last contact. Client and membership information is retained throughout the relationship, with Workbooks, Build Plans, check-ins and other operational membership records normally deleted or anonymised within twelve months after the membership ends. Optional health, accessibility or capacity information is deleted within six months after membership ends unless it is required for an ongoing complaint or legal claim. Routine call and session recordings are normally kept for up to 90 days unless participants have been informed that a recording will form part of the membership library. Contracts, invoices, payment records and accounting information may be retained for six years to meet tax, accounting and legal requirements. Complaint and legal claim records may also be retained for up to six years after the matter is closed. Marketing information is kept until the individual unsubscribes, withdraws consent or has been inactive for two years. We regularly review the information we hold and securely delete or anonymise it when it is no longer needed.

Who we share information with

Data processors

GoHighLevel

This data processor does the following activities for us: HighLevel Inc. and LeadConnector LLC, cloud-based CRM and membership platform providers based in the United States. They host our website and membership area, store contact and account information, manage forms, email and SMS communications, automations, appointments and member access.

Jotform

This data processor does the following activities for us: Jotform Inc., online form and data collection provider based in the United States. They collect and store information submitted through our application, onboarding, Workbook, check-in and feedback forms.

Stripe

This data processor does the following activities for us: Stripe Payments UK Ltd and associated Stripe companies securely process payments and subscriptions and provide transaction records. We do not normally receive or store complete card details.

ClickUp

This data processor does the following activities for us: ClickUp provides cloud-based project and work-management services used to organise client and membership projects, tasks, progress updates and internal records.

Zoom and Fathom

This data processor does the following activities for us: These data processors provide online meetings, Build Sessions, call recordings, transcripts, summaries and meeting notes where recording has been enabled and participants have been informed.

Google

This data processor does the following activities for us: This data processor provides business email, calendar, document storage and cloud services used to communicate with clients and members and store business records.

OpenAI

This data processor does the following activities for us: This data processor provides artificial intelligence tools that may be used to analyse information voluntarily submitted by members and help create Founder Build Plans. Members should not include passwords, payment information or unnecessary personal information about other people.

Meta and WhatsApp

This data processor does the following activities for us: These providers support business messaging and the Founder Build Club WhatsApp community. Information members choose to share in the group may be visible to other group members.

Wise

This data processor does the following activities for us: Wise Payments Limited and associated Wise companies provide international payment, money transfer and business account services. They process names, contact details, bank information and transaction data when we send or receive payments. Wise may act as an independent data controller where it processes information to meet its own legal, fraud-prevention and regulatory obligations.

Others we share personal information with

- Professional or legal advisors
- Organisations we're legally obliged to share personal information with
- Publicly on our website, social media or other marketing and information media
- Professional consultants
- Third parties:
 - Founder Build Club members and invited specialists, where necessary or authorised.

We do not sell personal information.

Sharing information outside the UK

Where necessary, our data processors will share personal information outside of the UK. When doing so, they comply with the UK GDPR, making sure appropriate safeguards are in place.

For further information or to obtain a copy of the appropriate safeguard for any of the transfers below, please contact us using the contact information provided above.

Organisation name:

Subprocessors used by our cloud software providers

Category of recipient:

Cloud hosting, data storage and technical service providers

Country the personal information is sent to:

United States, EEA countries and other countries identified in each provider's subprocessor notice.

How the transfer complies with UK data protection law:

Where personal information is transferred outside the UK, we rely on UK adequacy regulations or an approved UK data bridge where these apply. Where an adequacy arrangement is not available, transfers are protected by the International Data Transfer Agreement or the UK Addendum to the EU Standard Contractual Clauses, as included in the relevant provider's data-processing terms.

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: info@themosaiclink.com

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

23 August 2026