The Mosaic Link Privacy and Cookie Notice

Last updated: Nov 15, 2026

Who we are

The Mosaic Link is run by Sharlin Bissick as a sole trader, based in Croydon, London. When this notice says "we", "us" or "our", it means The Mosaic Link. We are the data controller for the personal information described here.

This notice explains what personal information we collect when you visit our website (themosaiclink.com) or our link page (themosaiclink.org), fill in one of our forms, book a call or work with us, what we do with it, and your rights.

Contact us about your data:

- Email: info@themosaiclink.com
- Phone: 07846 760917
- Website: themosaiclink.com

What information we collect and why

We only collect what we need to answer your enquiry, deliver our services and run the business.

Why we use it	What we collect
Answering enquiries and booking calls	Name, business name, email, phone, website, and your answers to our booking and enquiry forms (for example your team size, goals and what support you're looking for)
Delivering services to clients	Contact details, business information you share with us, project files, meeting notes, and call recordings or transcripts where recording is switched on and you've been told
Payments and accounts	Billing name and address, invoices, payment records. We never see or store your full card details
Marketing (only if you opt in)	Name, email, and whether you open or click our emails

Why we use it	What we collect
Running our website	IP address, device and browser type, pages visited and how you found us, collected through cookies (see the Cookies section)
Complaints and legal matters	Correspondence and any records needed to respond, defend a claim or meet a legal duty

We don't ask for sensitive information such as health details. Please don't include it in forms or messages unless we've specifically asked.

You don't have to give us your information, but if you don't fill in the required fields on a form, we won't be able to book your call or deliver the service.

Our lawful bases

UK data protection law says we need a lawful basis for using your information. These are ours:

- **Contract:** to take steps you've asked for before we work together (like booking a call or sending a proposal) and to deliver services you've bought.
- **Legitimate interests:** to answer enquiries, run and improve the business and website, keep records, and handle complaints or claims. We only rely on this where it doesn't override your rights.
- **Legal obligation:** to keep financial records and meet tax and other legal duties.
- **Consent:** for marketing emails, non-essential cookies and recording calls where we ask first. You can withdraw consent at any time by emailing us or clicking unsubscribe.

Where we get information from

- **You:** when you fill in a form, book a call, email or message us, or work with us.
- **Our website:** through cookies and similar technology, if you allow them.
- **Referral partners and event organisers:** when someone introduces you to us, with your agreement.
- **Public sources:** such as your website or LinkedIn profile, when you've contacted us or we're preparing for a call.

Who we share it with

We do not sell your personal information. We share it only with the trusted suppliers we use to run the business, who process it on our instructions and must keep it secure.

Supplier	What they do for us	Where data may be held
HighLevel Inc. and LeadConnector LLC (GoHighLevel)	Website, forms, booking calendar, CRM and email	United States
Beacons	Our link page at themosaiclink.org, and any sign-ups or purchases made through it	United States
Jotform Inc.	Some forms	United States
ClickUp	Project management	United States
Google (Workspace)	Email, documents and file storage	United States and other countries
Zoom and Fathom	Video calls, and recordings, transcripts and summaries where switched on	United States
OpenAI and Anthropic	AI tools that help us draft and summarise work. We don't use them to make decisions about you	United States
Brevo	Email marketing, if you've opted in	European Union
Make.com	Connecting our tools so information moves between them	European Union and United States
Meta (WhatsApp)	Messaging, if you choose to contact us that way	United States and other countries
Stripe Payments UK Ltd	Card payments	United Kingdom, with some processing in the United States

Supplier	What they do for us	Where data may be held
Wise Payments Limited	International payments. Wise also acts as an independent controller for its own legal duties	United Kingdom and other countries

We may also share information with:

- Our accountant, legal or insurance advisers, where needed.
- Police, regulators or courts, if the law requires it.
- Specialists or contractors who help on a client project. We'll tell you before we bring anyone in, and they're bound by confidentiality.

Sending information outside the UK

Some of our suppliers hold data outside the UK, mainly in the United States and the European Union. When that happens, we make sure your information is protected by one of these:

- The country has a UK adequacy decision (this covers the EU).
- The supplier is certified under the UK Extension to the EU-US Data Privacy Framework (the "UK data bridge").
- The supplier has signed the UK International Data Transfer Agreement, or the UK Addendum to the EU Standard Contractual Clauses.

Email us if you'd like more detail on the safeguard for a particular supplier.

How long we keep it

Information	How long
Enquiries and booking forms where we don't go on to work together	Up to 12 months after we last spoke
Client project files, notes and records	Up to 12 months after the work ends, unless you ask us to keep them longer
Call recordings and transcripts	Up to 90 days
Contracts, invoices and payment records	6 years after the end of the financial year they relate to
Complaint and claim records	Up to 6 years after the matter closes

Information	How long
Marketing list	Until you unsubscribe, or after 2 years of not opening our emails

When the time is up, we delete or anonymise the information, and ask our suppliers to remove copies held in their systems where they don't do it automatically.

Your rights

You have the right to:

- Ask for a copy of the information we hold about you.
- Ask us to correct anything that's wrong or incomplete.
- Ask us to delete your information.
- Ask us to limit how we use it.
- Object to us using it, including for marketing.
- Ask for it in a format you can take to another provider.
- Withdraw your consent at any time, where we rely on consent.

We don't make decisions about you using only automated tools, and we don't profile you.

To use any of these rights, email info@themosaiclink.com. There's no charge, and we'll reply within one month.

Cookies

Cookies are small files saved on your device when you visit a website. We use them to make our website work, remember your choices and understand how people use the site.

Type	What it does	Do we ask first?
Essential	Keeps the site, forms and booking calendar working, and remembers your cookie choice	No, the site needs these
Analytics	Shows us which pages people visit and how they found us, so we can improve the site	Yes
Functional	Remembers preferences such as details you've already entered	Yes

Type	What it does	Do we ask first?
Marketing	Lets platforms like Meta, LinkedIn and Google show our content to people who've visited the site, and measure if it worked	Yes

These cookies may be set by us or by the suppliers we use, including GoHighLevel/LeadConnector, Google, Meta and Stripe. Our link page at themosaiclink.org is hosted by Beacons, which sets its own cookies under its own cookie policy.

When you first visit, you can accept all cookies, allow essential cookies only, or choose which types to allow. We won't use non-essential cookies unless you say yes. You can change your mind at any time through the cookie settings link on our website, or by clearing cookies in your browser settings.

Complaints and changes

If you're unhappy with how we've handled your information, please email info@themosaiclink.com first so we can put it right.

You can also complain to the Information Commissioner's Office (ICO):

- Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Helpline: 0303 123 1113
- Website: ico.org.uk/make-a-complaint

We may update this notice from time to time. The date at the top shows when it last changed.