

# Privacy Statement, effective as of 21/04/2022

## **1. WEB SITES COVERED**

## **2. INFORMATION COLLECTED**

Data Subject – Applicant  
Data Subject – Tenant/Guardian  
Data Subject – Potential Client  
Data Subject – Client  
Data Subject – Employee  
Data Subject – Employee Applicant  
Data Subject – Supplier  
Data Subject – Website Visitor

## **3. USE OF INFORMATION COLLECTED**

## **4. PUBLIC FORUMS, REFER A CONTACT, AND CUSTOMER TESTIMONIALS**

## **5. SHARING OF INFORMATION COLLECTED**

## **6. COMMUNICATIONS PREFERENCES**

## **7. CORRECTING AND UPDATING YOUR INFORMATION**

## **8. CHANGES TO THIS PRIVACY STATEMENT**

## **9. CONTACTING US**

## Privacy Statement, effective as of 21/04/2022

Mosaic World ("Mosaic World," "we," "us," "our," or the "Company") undertakes to protect the privacy of persons who visit the Company's websites ("Visitors"), persons who register for the Services such as described below ("Customers" or clients) and persons who register to participate in corporate events ("Participants"). This Privacy Statement describes how Mosaic World deals with privacy issues related to the use of the Company's websites and the applications and services that Mosaic World offers (collectively, the "Services"). This Privacy Statement explains which data is processed for which purpose and what the legal basis is.

Physical, technical and organizational measures have been taken to protect your personal data. We reserve the right to make changes to this privacy statement. The current privacy policy can be consulted online at any time via our website.

Except as set forth in this Privacy Statement, we will not disclose your information to third parties without your permission unless we are required by law to do so, for example, by a court order or to prevent fraud or other crime. By submitting information on our website and reading this Privacy Statement, you agree to the processing of this data about you by us and the product providers.

If you have any questions or complaints regarding Mosaic World's privacy statement or related practices, please contact us at [privacypolicy@mosaicworld.eu](mailto:privacypolicy@mosaicworld.eu)

## 1. Web sites covered

This Privacy Statement applies to the handling of data that refer to this privacy statement. In this privacy statement, we explain how our company collects, uses, shares, and secures your personal information related to the Services that refer to this privacy statement (collectively referred to as “Mosaic World’s Web sites” or “the Company’s Web sites”).

Mosaic World’s Web sites may contain links to other Web sites. Mosaic World is not liable for the content of external websites. The Company encourages you to review the privacy statements of other Web sites to understand their information practices.

## 2. Information collected

The legal basis for collecting and processing the below data is Contractual: the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract. For more information, see <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/lawful-basis-for-processing>

### Data Subject - Applicant

Data Type	Reason why we store the data / how we use the data	Retention Period After Application								
		NL	UK	IE	FR	ES	BE	DK	FI	DE
Name and contact details	To contact Applicant and send Marketing invitations to view properties that you have not selected, of which Mosaic World believes will suit your search	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo
Date of birth	Check the age is above 18	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo
Current Address	To perform a credit check. This forms part of the vetting criteria to become a guardian/tenant.	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo
Employment status	This forms part of the vetting criteria to become a guardian/tenant.	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo
Partner status	To find out if Mosaic World can accommodate the Partner	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo
Partner email	To then contact Applicant Partner in relation to offering accommodation.	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo	3 mo
CCTV video	Some of our sites (no all) have additional security in the form of CCTV	28 days of storage, according to the 'regulation of Article 151c of the Municipalities Act', regardless of the date of registration. Images of misconduct /offences for police and judicial authorities can be stored until the prosecution is completed.	7-14 days regardless of application date.	7-14 days regardless of application date.	4 weeks regardless of application date.	4 weeks regardless of application date.	4 weeks regardless of application date.	4 weeks regardless of application date.	4 weeks regardless of application date.	n/a

## Data Subject – Tenant/Guardian

Data Type	Reason why we store the data / how we use the data	Retention Period								
		After Tenant/Guardian has left								
		NL	UK	IE	FR	ES	BE	DK	FI	DE
Name and contact details	To contact Applicant	1 year	1 year	1 year	1 year	1 year	1 year	1 year	1 year	1 year
Date of birth	Check the age is above 18	1 year	1 year	1 year	1 year	1 year	1 year	1 year	1 year	1 year
Photo ID (e.g. copy of passport) & Nationality	To confirm your identity and check that you are legally allowed to live and work/study in the country. This is part of the Tenant vetting criteria.	1 year	1 year	1 year	1 year	1 year	1 year	1 year	1 year	1 year
Visa (if needed)	To verify that you are legally allowed to live and work/study in the country. This is part of the Tenant/Guardian vetting criteria.	1 year	1 year	1 year	1 year	1 year	1 year	1 year	1 year	1 year
Current Address	To perform a credit check. This forms part of the vetting criteria to become a Tenant/Guardian.	1 year	1 year	1 year	1 year	n/a	1 year	1 year	1 year	1 year
Credit check	To see if you have a good history of paying, this is part of the Tenant/Guardian vetting criteria.	1 year	1 year	1 year	1 year	n/a	1 year	1 year	1 year	n/a
If appropriate, Guarantor name & contact information	In connection with payments, someone can stand surety.	1 year	1 year	1 year	1 year	n/a	1 year	1 year	1 year	n/a
Employment status and details	This forms part of the vetting criteria to become a guardian.	n/a	1 year	1 year	n/a	1 year	n/a	1 year	1 year	1 year
Bank Details	Set up payment of accommodation Fee and to pay back Damage Security Payment	1 year	1 year	1 year	1 year	n/a	1 year	1 year	1 year	1 year
Address of previous properties from last 5 years and Employment Details of last 5 years	This forms part of the vetting criteria to become a guardian and this information adheres to the Code of practice: BS 8584:2015 Vacant property protection services.	n/a	1 year	1 year	n/a	n/a	n/a	1 year	1 year	n/a
Registration Civil Affairs	Must be sure that the borrower/tenant/Guardian is registered	1 year	n/a	n/a	1 year	n/a	1 year	n/a	n/a	n/a
Educational institution registration (if necessary)	Proof of registration from the educational institution is required for certain contracts. This is part of the selection criteria.	1 year	n/a	n/a	1 year	n/a	1 year	n/a	n/a	n/a
Income statement tax (if necessary)	To see if you are eligible for social housing. This is part of the selection criteria.	1 year	n/a	n/a	1 year	n/a	1 year	n/a	n/a	n/a
Income registration form (if needed)	Testing whether appropriate allocation can be made. This is part of the selection criteria.	1 year	n/a	n/a	1 year	n/a	1 year	n/a	n/a	n/a
Historical extract GBA (if necessary)	This is part of the selection criteria.	1 year	n/a	n/a	1 year	n/a	1 year	n/a	n/a	n/a
Chamber of Commerce registration (if necessary)	This is part of the selection criteria.	1 year	n/a	n/a	1 year	n/a	1 year	n/a	n/a	n/a
Contact information / Next of Kin name & contact information	In case of emergency, being able to approach a contact person.	1 year	1 year	1 year	1 year	n/a	1 year	1 year	n/a	1 year
Pay slips (or equivalent) / Last three payrolls	Business need - to manage the payments	1 year	1 year	n/a	1 year	1 year	1 year	n/a	n/a	n/a
Financial information including Invoices, credit history	Business need – to manage the payments	n/a	6 years (HMRC regulations)	6 years	1 year	1 year	n/a	1 year	6 years	10 years
Signed Licence Agreement	Business need - to manage the properties	7 years (tax reasons)	7 years (tax reasons)	7 years (tax reasons)	7 years (tax reasons)	7 years (tax reasons)	7 years (tax reasons)	7 years (tax reasons)	7 years (tax reasons)	10 years
Financial documentation - Employed: Employment contract + Working life	This is part of the Guardian vetting criteria.	n/a	n/a	n/a	n/a	1 year	n/a	n/a	n/a	n/a
Financial documentation - Self-employed: Previous year income statement + Model 130: income tax quarterly statement of income and expenses + Model 303: VAT, quarterly VAT return + Certificate of being up to date with Social Security	This is part of the Guardian vetting criteria.	n/a	n/a	n/a	n/a	1 year	n/a	n/a	n/a	n/a
Financial documentation – Student: Data of the solidarity guarantee + Valid proof of enrolment from the academy or university.		n/a	n/a	n/a	n/a	1 year	n/a	n/a	n/a	n/a

<p><i>Financial documentation: File of delinquent tenants + Certificate of no banking incidents</i></p> <p><i>References old landlords</i></p> <p><i>Criminal record certificate: <a href="https://sede.mjusticia.gob.es/es/tramites/certificado-antecedente">https://sede.mjusticia.gob.es/es/tramites/certificado-antecedente</a></i></p> <p><i>Schufa information</i></p> <p><i>Ggfs. Information about a guarantor</i></p> <p><i>CCTV video</i></p>	<p>Business need - to manage the payments This is part of the Guardian vetting criteria.</p>	n/a	n/a	n/a	n/a	1 year	n/a	n/a	n/a	n/a
	<p>To verify past accommodation. This is part of the Guardian vetting criteria.</p>	n/a	n/a	n/a	n/a	1 year	n/a	n/a	n/a	n/a
	<p>This is part of the Guardian vetting criteria.</p>	n/a	n/a	n/a	n/a	1 year	n/a	n/a	n/a	n/a
	<p>In order to be able to carry out a creditworthiness check. This is a prerequisite for becoming a house guard.</p>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1 year
	<p>To be able to carry out a creditworthiness check. This is a prerequisite for becoming a house guard.</p>	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1 year
<p>Some of our sites (no all) have additional security in the form of CCTV</p>	<p>28 days of storage, according to the 'regulation of Article 151c of the Municipalities Act', regardless of the date of registration. Images of misconduct/offences for police and judicial authorities can be stored until the prosecution is completed.</p>	<p>7-14 days regardless of guardian left date</p>	<p>7-14 days regardless of guardian left date</p>	<p>Period of 4 weeks</p>	<p>Period of 4 weeks</p>	<p>Period of 4 weeks</p>	<p>4 weeks period regardless of guardian left date</p>	<p>4 weeks period regardless of guardian left date</p>	n/a	

## Data Subject – Potential Client

Data Type	Reason why we store the data / how we use the data	Retention Period								
		NL	UK	IE	FR	ES	BE	DK	FI	DE
Name and contact details	To contact Client. Marketing will send you from time to time other information relating to your original request. All communication has an opt-out function.	Until you opt out	Until you opt out	Until you opt out	Until you opt out	Until you opt out	Until you opt out	Until you opt out	Until you opt out	Until you opt out
Work Address	To send correspondences	Until you opt out	Until you opt out	Until you opt out	Until you opt out	Until you opt out	Until you opt out	Until you opt out	Until you opt out	Until you opt out
CCTV video	Some of our properties (not all) have additional security in the form of CCTV	28 days of storage, according to the 'regulation of Article 151c of the Municipalities Act', regardless of the date of registration. Images of misconduct/offences for police and judicial authorities can be stored until the prosecution is completed.	n/a	n/a	Period of 4 weeks	Period of 4 weeks	Period of 4 weeks	n/a	n/a	n/a

## Data Subject – Client

Data Type	Reason why we store the data / how we use the data	Retention Period After Client has left								
		NL	UK	IE	FR	ES	BE	DK	FI	DE
Name and contact details	To contact Client Marketing campaigns	3 years	3 years	3 years	3 years	3 years	3 years	3 years	3 years	Until you object
Work Address	To send correspondences	3 years	3 years	3 years	3 years	3 years	3 years	3 years	3 years	Until you object
Correspondence	Business need - to manage the service	3 years	3 years	3 years	3 years	3 years	3 years	3 years	3 years	n/a
Bank Details	Set up payments	3 years	3 years	3 years	3 years	3 years	3 years	3 years	3 years	n/a
Property Details (including inspection reports)	Business need - to secure the properties	3 years	3 years	3 years	3 years	3 years	3 years	3 years	3 years	Until you object
Financial information including Invoices, credit history	Business need – to manage the payments	7 years	7 years (HMRC regulations)	7 years	7 years	7 years	7 years	7 years	7 years	10 years
Signed contract (offer letter)	Business need - to secure the properties	7 years (tax reasons)	7 years (tax reasons)	7 years (tax reasons)	7 years (tax reasons)	7 years (tax reasons)	7 years (tax reasons)	7 years (tax reasons)	7 years (tax reasons)	10 years
CCTV video	Some of our sites (no all) have additional security in the form of CCTV	28 days of storage, according to the 'regulation of Article 151c of the Municipalities Act', regardless of the date of registration.  Images of misconduct/offences for police and judicial authorities can be stored until the prosecution is completed.	7-14 days regardless of client handback date	7-14 days regardless of client handback date	Period of 4 weeks	Period of 4 weeks	Period of 4 weeks	4 weeks period regardless of client handback date	4 weeks period regardless of client handback date	n/a



## Data Subject – Employee Applicant

Data Type	Reason why we store the data / how we use the data	Retention Period								
		NL	UK	IE	FR	ES	BE	DK	FI	DE
Name and contact details	To contact staff	1 month	1 year	1 year	1 year	1 year	1 month	1 year	1 year	2 months
CV	Business need – investigating suitability for role / verifying experience	1 month	1 year	1 year	1 year	1 year	1 month	1 year	1 year	n/a
CV	Talent pool (applicant gives prior consent)	1 year	1 year	1 year	n/a	1 year	1 year	n/a	n/a	n/a
Date of birth	Check the age is above 18	n/a	1 year	1 year	1 year	n/a	n/a	1 year	1 year	2 months
Photo ID (e.g. copy of passport) & Nationality	To confirm your identity and check that you are legally allowed to live and work/study in the country. This is part of the Staff vetting criteria.	n/a	1 year	1 year	1 year	n/a	n/a	1 year	1 year	2 months
National Insurance Number	To confirm your identity	n/a	1 year	1 year	n/a	n/a	n/a	1 year	1 year	n/a
Visa (if needed)	To verify that you are legally allowed to live and work/study in the country. This is part of the Staff vetting criteria.	n/a	1 year	1 year	1 year	n/a	n/a	1 year	1 year	2 months
Advertising documents	Dequacing	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	2 months

## Data Subject – Employee

Data Type	Reason why we store the data / how we use the data	Retention Period After Application								
		NL	UK	IE	FR	ES	BE	DK	FI	DE
Name and contact details	To contact staff	7 years	7 years	7 years	7 years	7 years	7 years	7 years	7 years	5 years
Date of birth	Check the age is above 18	7 years	7 years	7 years	7 years	7 years	7 years	7 years	7 years	5 years
Photo ID (e.g. copy of passport) & Nationality	To confirm your identity and check that you are legally allowed to live and work/study in the country. This is part of the Staff vetting criteria.	5 years	5 years	5 years	7 years	5 years	5 years	5 years	7 years	5 years
BSN / National Insurance Number / Social insurance number	To confirm your identity and to set up wage payment.	7 years	7 years	7 years	7 years	7 years	7 years	7 years	7 years	5 years
Visa (if needed)	To verify that you are legally allowed to live and work/study in the country. This is part of the Staff vetting criteria.	7 years	7 years	7 years	7 years	7 years	7 years	7 years	7 years	5 years
Current Address	To perform a credit check. This forms part of the staff vetting criteria.	7 years	7 years	7 years	7 years	7 years	7 years	7 years	7 years	5 years
Driving Licence	To check if staff have a current and valid licence whilst driving the company vehicles.	2 years	2 years	2 years	7 years	2 years	2 years	2 years	2 years	n/a
Credit check 5 years history verification CRB Check Driving Licence 2 Character References Criminal & Civil Records 2 Proofs of Address (Utility Bill & Bank Statement)	To perform screening process as specified in BS 7858-2012 - staff screening.	n/a	7 years	7 years	n/a	n/a	n/a	7 years	7 years	n/a

<i>Bank Details</i>	To pay wages	7 years	7 years	7 years	7 years	7 years	7 years	7 years	7 years	7 years	5 years
<i>Next of Kin name &amp; contact information</i>	In cases of emergencies, were Mosaicworld needs to contact a employees Next of Kin.	7 years	7 years	7 years	7 years	7 years	7 years	7 years	7 years	7 years	5 years
<i>Wages (payroll) + Bonuses + Pension + Expense Information</i>	Business need – verifying payment made By Law - HMRC regulations	7 years	6 years	6 years	7 years	7 years	7 years	6 years	6 years	6 years	5 years Of promotions / assessments / Disciplinary information
<i>Appraisals / Performance Review / Disciplinary History</i>	Business need – verifying and tracking performance and development	2 years	2 years	2 years	2 years	2 years	2 years	2 years	2 years	2 years	5 years
<i>Attendance records: Absences + Maternity / paternity</i>	Business need – verifying performance By Law	2 years	2 years	2 years	7 years	2 years	2 years	2 years	2 years	2 years	5 years
<i>Personal accident/injury claim</i>	Business need – preventing further accident/injury By Law	10 years	11 years	11 years	10 years	10 years	10 years	11 years	11 years	11 years	5 years
<i>Training records</i>	Business need – verifying training needs (performance and development)	5 years	5 years	5 years	5 years	5 years	5 years	5 years	5 years	5 years	5 years
<i>Employment contract</i>	Business need – verifying terms of employment	2 years	2 years	2 years	7 years	2 years	2 years	2 years	2 years	2 years	5 years
<i>CCTV video</i>	Some of our sites (no all) have additional security in the form of CCTV	28 days of storage, according to the 'regulation of Article 151c of the Municipalities Act', regardless of the date of registration.  Images of misconduct/offences for police and judicial authorities can be stored until the prosecution is completed.	7-14 days regardless of Staff left date	7-14 days regardless of Staff left date	Period of 4 weeks	Period of 4 weeks	Period of 4 weeks	4 weeks period regardless of Staff left date	4 weeks period regardless of Staff left date	4 weeks period regardless of Staff left date	n/a

## Data Subject – Supplier

Data Type	Reason why we store the data / how we use the date	Retention Period After Supplier has delivered product or service								
		NL	UK	IE	FR	ES	BE	DK	FI	DE
Name and contact details	To contact Supplier Applicant	1 year	1 year	1 year	1 year	1 year	1 year	1 year	1 year	1 year
Financial information including Invoices, credit history	Business need – to manage the payments	7 years	6 years (HMRC regulations)	6 years	7 years	7 years	7 years	6 years	6 years	10 years
CCTV video	Some of our sites (no all) have additional security in the form of CCTV  Images of misconduct/offences for police and judicial authorities can be stored until the prosecution is completed.	28 days of storage, according to the 'regulation of Article 151c of the Municipalities Act', regardless of the date of registration.	7-14 days regardless of when the Supplier has delivered the product or service	7-14 days regardless of when the Supplier has delivered the product or service	Period of 4 weeks	Period of 4 weeks	Period of 4 weeks	4 weeks period regardless of when the Supplier has delivered the product or service	4 weeks period regardless of when the Supplier has delivered the product or service	n/a

## Data Subject – Website Visitor

<i>Data Type</i>	<i>Reason why we store the data / how we use the date</i>	<i>Retention Perid After Enquiry</i>
<i>Name and contact details</i>	To contact Website Visitor about their enquiry	1 year
<i>Enquiry details</i>	To answer and help the Website Visitor with their enquiry	1 year

Mosaic world does not always process all of the above personal data. That depends on which services the customer purchases / wishes to purchase and which functionalities the customer uses on the Company's website.

When you use the Company's Services, Mosaic world may also collect information by using commonly used information collection tools, such as cookies or Google Analytics ("Website Navigation Data"). Website Navigation Data includes standard information about your web browser (such as browser type and browser language), your IP address, and the actions you perform on the Company's Web sites (such as the visited Web pages and clicked links). [Click here for more information about the collection of Website Navigation Data by Mosaic World and others.](#)

### *Video Images*

CCTV cameras are set up for security purposes on the sites of Mosaic World Clients.

The images are stored locally and temporarily stored for a maximum of 28 days in accordance with the 'regulation of Article 151c of the Municipalities Act'.

The stored images are kept with an accredited third party, they are only viewed in case of damage or suspected misconduct and at the request of the police and judicial authorities. If the police or judicial authorities request the images then they are kept until the incident is resolved.

There is a possibility that there are one or more points in the building that can be viewed live.

### 3. Use of information collected

Personal data, of the Data Subject is processed for the following purposes:

- entering into agreements;
- to execute agreements with the Data Subject in the field of rental and loan;
- informing the Data Subject;
- ensuring the safety of the property of the Company and the person concerned, more specifically the prevention of criminal offenses and illegal activities;
- approaching Data Subjects for marketing purposes;
- improving the Company's offline and online services.

The legal basis for collecting and processing the below data is Contractual: the processing is necessary for a contract you have with the individual, or because they have asked you to take specific steps before entering into a contract.

### 4. Public forums, refer a contact, and customer testimonials

Mosaic World may provide bulletin boards, blogs, or chat rooms on the Company's Web sites. Any personal information you choose to submit in such a forum may be read, collected, or used by others who visit these forums, and may be used to send you unsolicited messages. Mosaic World is not responsible for the personal information you choose to submit in these forums.

Customers/Clients and Visitors may elect to use the Company's referral program to inform contacts about the Company's Web sites and Services. When using the referral program, the Company requests the contact's name and email address. Mosaic World will automatically send the contact a one-time email inviting him or her to visit the Company's Web sites. Mosaic World does not store this information.

Mosaic World posts a list of Customers/Clients and testimonials on the Company's Web sites that contain information such as Customer names and titles. Mosaic World obtains the consent of each Customer/Client prior to posting any information on such a list or posting testimonials.

## 5. Sharing of information collected

### Service Providers

Mosaic World may share Data about Mosaic World, Visitors, Customers and Attendees with the Company's contracted service providers so that these service providers can provide services on our behalf. These service providers are authorized to use your personal information only as necessary to provide the requested services to us. Without limiting the foregoing, Mosaic World may also share Data about Mosaic World Visitors, Customers and Attendees with the Company's service providers to ensure the quality of information provided, and with third-party social networking and media Web sites, such as Facebook, for marketing and advertising on those Web sites. Unless described in this Privacy Statement, Mosaic World does not share, sell, rent, or trade any information with third parties for their promotional purposes.

### Third Parties

Section 4 of this Privacy Statement, Google Analytics, specifically addresses the information we or third parties collect through cookies and web beacons, and how you can control cookies through your Web browsers. We may also disclose your personal information to any third party with your prior consent.

### Compelled Disclosure

Mosaic World reserves the right to use or disclose information provided if required by law or if the Company reasonably believes that use or disclosure is necessary to protect the Company's rights and/or to comply with a judicial proceeding, court order, or legal process.

## 6. Communications preferences

Mosaic World offers Visitors, Customers/Clients, and Attendees who provide contact information a means to choose how the Company uses the information provided. You may manage your receipt of marketing and non-transactional communications by clicking on the "unsubscribe" link located on the bottom of the Company's marketing emails. Additionally, you may unsubscribe by contacting us using the information in the "Contacting Us" section below.

## 7. Your Rights as a Data Subject

As a data subject, you have the following rights:

- The right to know whether and which of your personal data is processed;
- The right to inspect and copy that data;
- The right to correction, addition or deletion of data if necessary;
- The right to request (partial) destruction of your data. This can only be met if the retention of the data is not of considerable importance to the Company and the data must not be retained on the basis of a statutory regulation;
- The right to object to the processing of your data in certain cases;
- The right to data portability.

If you would like to exercise your rights, please notify your request by email to [privacypolicy@mosaicworld.eu](mailto:privacypolicy@mosaicworld.eu)

In order to prevent misuse, we ask you to adequately identify yourself in a written request for access, for example by sending a copy of a valid ID. Don't forget to shield the citizen service number and passport photo on the copy.

## 8. Changes to this Privacy Statement

Mosaic World reserves the right to change this Privacy Statement. Mosaic World will provide notification of the material changes to this Privacy Statement through the Company's Web sites at least thirty (30) business days prior to the change taking effect.

## 9. Contacting us

Questions regarding this Privacy Statement or the information practices of the Company's Web sites and Services should be directed to: [privacypolicy@mosaicworld.eu](mailto:privacypolicy@mosaicworld.eu)

Pursuant to privacy legislation, you also have the right to file a complaint with the Information Commissioner's Office. This can be done via the website of the Dutch Data Protection Authority (<https://autoriteitpersoonsgegevens.nl/nl/contact-met-de-autoriteit-persoonsgegevens/tip-ons>) or by calling their helpline on 088 - 1805250.