



Who we are

We are The Mould & Damp Specialist Ltd, we take your privacy seriously and that is why we've put this privacy notice in place. We are committed to looking after the trust and information you have placed in us. **The main thing to take note is we don't sell, rent, or trade email lists with other companies and businesses for marketing purposes.** But if you're still a bit concerned, put the kettle on, get comfy, and here goes.....

Types of data we collect

Website Cookies

Google Analytics

When someone visits www.mould-less.co.uk we use a third party service, Google Analytics, to collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the site. This information is only processed in a way which does not identify anyone. We do not make, and do not allow Google to make, any attempt to find out the identities of those visiting our website.

If you make a bulk multiple address purchase those addresses will never be added to a mailing list.

Mailing Lists

As part of the registration process to buy a Mould Less® we collect personal information. We use that information for a several reasons, to answer your questions, to send the item to you, and to answer your customer queries. We will also use it to tell you about things you've asked us to tell you about, or to contact you if we need to obtain or provide additional information, to check our records are right, and to check every now and then that you're happy and satisfied.

We don't rent or trade email lists with other organisations and businesses.

At some stage we will use a third-party providers to deliver our newsletter& events. We gather statistics around email opening and clicks using industry standard technologies to help us monitor and improve our e-newsletter and invites.

When we produce a newsletter we will always give you the option to unsubscribe to general mailings at any time of the day or night by clicking the unsubscribe link at



the bottom of any of our emails or by emailing our data protection officer [Tanya Eldridge](#).

Our newsletter subscription data may also be routed through a CRM system at a future date. Bulk purchase addresses will never be kept on our CRM system as customers.

Purchase Data

When you buy from us we collect your name, address, postcode, email and contact number. This is stored in our purchase system. This system is stored with our hosting provider FAT Promotions Ltd. The name and address only is also transferred to our fulfilment warehouse in China. If you have a tracked order your phone number is also transferred for updates and for the courier to be able to contact you.

For bulk orders to multiple addresses we send anonymised data to the fulfilment warehouse in china, this means only the address with no other personal data is sent.

Events

If you've subscribed to an event that we are holding through perhaps our newsletter then these events may be in partnership with other providers. When you sign in to those events the data you share will be available to all of the partnering hosts, please let the person on the door know if you do not want your sign in information to be shared.

Access to your personal information

You are entitled to view, amend, or delete the personal information that we hold. Email your request to our data protection officer [Tanya Eldridge](#).

Changes to this Privacy Notice

This notice is subject to change at anytime without notice.

What's next

Enjoy your product, and let us know if you think this or anything else we do could be improved, we always love to hear from you.