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## Privacy Policy

Mullan are committed to protecting your privacy. The policy outlines the manner in which Mullan collects, uses, maintains and discloses information including "Personal Information" collected from users. It covers all products, services & facilities associated with Mullan businesses – including use of websites, online portals, electronic communications, file transfers, etc

Websites, online portals, file transfers, etc are referred to as site(s)

### Your Acceptance Of These Terms

By using the site(s) and communicating with Mullan, you signify your acceptance of this policy. If you do not agree to this policy, please do not use our site(s) or communicate. Your continued use of the site(s) & communication following the posting of changes to this policy will be deemed your acceptance of those changes.

## Collection And Use Of Personal Information

Dependent on the service provided to you, we may need to collect personal information – including (but not restricted to):

- Name and occupation details
- Contact Information
- Income, bank and other financial-related details
- Information on family and dependents
- Photographic proof of identity
- Some engagements will require us to collect personal sensitive information including medical health information, nationality, etc. We may be required to collect this information by law or with your consent

All companies associated with Mullan may collect Users personal information in a number of ways (site(s), email, applications, etc). You may visit our site(s) to view the information provided there and, whilst doing so, you may remain anonymous. Although you do not give any Personal Information whilst remaining anonymous, Mullan may record the type of browser and the operating system that you use to access our site(s), any pages accessed during your visit and the number of visits you make to our Site(s). Mullan do this to ensure that our site(s) provides relevant information and to improve the overall quality of its services.

We may collect personal identification information from Users in a variety of ways, including, but not restricted to, when Users communicate with us, visit our site(s), register on the site(s), place an order, fill out a form, respond to a survey, and in connection with other activities, services, features or resources we make available on our site(s). Users may be asked for, as appropriate, name, email address, company, phone number, etc. Users may, visit our site(s) anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, except that it may prevent them from engaging in certain site(s) related activities.

There may be occasions when transient or incidental information that you submit to us, which may include personal information (such as name, work phone and email), is processed by us outside of the country you engaged us in. By submitting information to us, you agree to this.

Information Security is at the top of our agenda and our commitment to protecting and managing your information is always at the forefront of our minds. Should you have any queries, please contact us on [info@mullanni.co.uk](mailto:info@mullanni.co.uk)

## Non-Personal Identification Information

We may collect non-personal identification information about Users. For site(s) Users, non-personal identification information may include (but is not restricted to) the following → browser name, type of computer, technical information about Users means of connection to our Site(s) (such as the operating system and the Internet service providers utilized) and other similar information.

## Cookies

Cookies are small files of information which are stored on your PC's hard drive ("Cookies"). Cookies do not contain any Personal Information about you but allow our web server to recognise you when you visit our site(s). Analytics cookies may be placed on your browsers to learn more and track your site(s)'s performance. By using the site(s), you consent to the placement of these cookies.

However, if you do not wish us to use this information you may set up your site(s) browser to reject Cookies and/or refuse Cookies when first using our site(s).

## How We Use Collected Information

All companies associated with Mullan may collect Users personal information in a number of ways (Site(s)s, email, telephone communications, etc) and use for the following purposes:

- To run and operate our site(s) & businesses
- To improve customer service - information you provide helps us respond to your customer service requests and support needs more efficiently
- To personalize user experience - we may use information in the aggregate to understand how our Users as a group use the services and resources provided on our site(s).
- To process payments - we may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.
- To run a promotion, contest, survey or other service/ promotion - to send information about topics we think will be of interest
- To advise you of any new products or services which are available on our Site(s)s or otherwise from Mullan. If you do not wish to receive any marketing information about such services you may request that your details are excluded from any promotional activity.
- To send periodic emails - we may use the email address to send User information and updates pertaining to their order/ service. It may also be used to respond to their enquiries, questions, and/or other requests.

### **We will use your information where it is in our legitimate business interests:**

- To comply with a common law, statutory regulatory and professional obligation
- To retain records in order to run a business service
- Ensure the security of information, for example virus scans on emails
- Back-ups to ensure business resilience
- Development of our services
- Managing our relationships with clients
- Arranging relevant events
- Managing our software applications
- Site(s) analytics and improvements, including but not restricted to the type of browser you use, location, version, and mouse movements

## External Site Links

Our site(s) may contain links to many other government and non-government sites. Any links should not be seen as an endorsement and are present only because they may be useful additions to the information we provide.

A link to a third-party site does not imply endorsement - you must use your own judgement to decide whether the information or service on that site is suitable for your needs. If a site is not linked to ours, this does not mean or imply that it is unsatisfactory.

We are not responsible for the content of any linked sites and cannot take responsibility for the consequences of your using the information or services on linked sites. We cannot guarantee that these links will work all of the time.

Sites that we link to may have 'Terms and conditions' that are different from ours. Do not assume that our 'Terms and conditions' apply to other Sites.

## Security And Virus Protection

No data transmission over the internet/ via email can be guaranteed as totally secure. While we strive to protect such information, we do not warrant and cannot ensure the security of any information which you transmit to us. Accordingly, such transmission is at your own risk. We will not be liable for any damages or loss arising out of or resulting from any unauthorised access to, alteration to or modification of information.

We make every effort to check our systems for viruses/ malware and we test our site(s) during production. You must take your own precautions to ensure that the process which you employ does not expose you to risk of viruses, malicious computer code or other forms of interference which may damage your computer system. It is always wise for you to run an anti- virus program on anything you receive electronically from us or download from the internet.

We accept no liability for any loss, disruption or damage to your computer system or your data caused by using our site(s)/ receiving emails/ etc. When sharing documents you must take every reasonable precaution to prevent the spread or diffusion of any software contamination including computer viruses.

## Data Protection

The Personal Information provided may be used:

- To improve our site(s) and any of our other services to you
- For internal business administration - including fulfilling any legal requirements
- To provide you with information and services that you request from us or where you have consented to be contacted for such purposes
- Providing you with information which we feel may be of interest to you

Mullan is registered under the Data Protection Act, and your Personal Information is protected by the Data Protection Act 1998 ("Act").

Under the Act, Mullan is legally obliged to process your Personal Information lawfully and fairly and in such a way that it is kept secure. You may request a copy of any of your Personal Information that we hold by contacting us at [info@mullanni.co.uk](mailto:info@mullanni.co.uk) -

Additionally, you may require Mullan to correct any mistakes in any of your Personal Information.

## Disclosure

In order to provide our site(s) and other services to you, we may transfer your Personal Information to locations outside of the UK and the European Economic Area where the law may provide less protection for personal information.

By using site(s) and services & not advertising Mullan to the contrary, you consent to Mullan collecting and using the data in the way set out above.

## Sharing Your Personal Information

We do not sell, trade, or rent Users personal identification information to others. We may share generic aggregated demographic information regarding visitors and users with our business partners, trusted affiliates and advertisers for the purposes outlined above.

- We may use third party service providers to help us operate our business and the site(s) or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes
- We may share your information with others to comply with common law or statutory obligation or where it is in our legitimate interest to do so - the third parties include (but are not restricted to) parties who may provide:
  - Administration
  - Application services
  - Analytic services to us eg IT servers and cloud-based systems, marketing applications, web service providers

## Electronic Newsletters

If User decides to opt-in to our mailing list, they will receive emails that may include company news, updates, related product or service information, etc. We may use third party service providers to help us operate our business and the Site(s) or administer activities on our behalf, such as sending out newsletters or surveys. We may share your information with these third parties for those limited purposes provided that you have given us your permission.

## Changes To This Privacy Policy

All companies associated with Mullan have the discretion to update this privacy policy at any time. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

## Contacting Us

If you have any questions about this Privacy Policy, the practices of Mullan businesses & Site(s), please contact us on [info@mullanni.co.uk](mailto:info@mullanni.co.uk)