

Our Privacy Policy



Contract Mill

Who we are

We are Contract Mill, a Finnish company developing a document automation SaaS.

We respect your privacy and we are committed to protect it.

If there is anything you want to ask about your privacy, please email us at info@contractmill.com.

Our official data:

Contract Mill Oy

Business ID: 2776605-7

Address: Otakaari 5, FI-02150 Espoo

Contact person:

Kaisa Kromhof

info@contractmill.com

We as data controller and data processor

If you are reading this, you are probably either

- our client
- user of our service
- website visitor or
- you are receiving marketing communication from us

That means that you are our data subject, i.e. we collect and process your personal data for the limited purposes described in this policy.

This privacy policy explains how we process your personal data as a data controller.

We also process personal data as a data processor when we process contracts or other legal documents submitted to our service and those documents include personal data. In this case the data controller is the client who submitted the documents to our service, and we process such personal data in accordance with a contract we have with our client.

We collect and process the following data 1/2

Data you give	Data we collect	Why the data is needed	Legal basis	Our role
Browsing in our website			Legitimate interests: our interest in being able to provide a smooth user experience on our website as well as being able to improve the service further.	Data controller
	Latest IP address	To maintain and improve services		
	Information on your OS and browser	To maintain and improve services		
	Information on your use of CM website	To maintain and improve services		
Request for demo			Contract, Consent, Legitimate interests: our interest in sending information regarding our service to those who specifically express that they are interested in the service.	Data controller
Name		To provide the requested service		
Email address		To provide the requested service		

We collect and process the following data 2/2

Data you give	Data we collect	Why the data is needed	Legal basis	Our role
Using Contract Mill			Contract, Legitimate interest: our interest in being able to provide and improve the service further and provide relevant content to interested clients.	
Name and email addresses of users in your organisation		To provide the requested service		Data controller
	Information on your OS and browser	To provide the requested service and to choose the applicable language		Data controller
	Contract data that is anonymised	To develop and provide the requested service		Data controller
	Information on your use of Contract Mill service	To provide the requested service		Data controller
Information relating to you or your organisation which you may provide us when communicating with us		To provide the requested service and manage our business relationship with you		Data controller
Possible personal data that you may insert into your own automated documents in Contract Mill		To provide the requested service		Data processor
Email addresses when sending Links or using Widget based document generation in Contract Mill		To provide the requested service		Data processor

If you are our client and opt-out from our marketing communications, we may still send you non-promotional information, such as emails about your subscription.

Marketing: We collect and process the following data 1/2

Data you give	Data we collect	Why the data is needed	Legal basis	Our role
Subscribe to our newsletter			Consent	Data controller
Name		To send you our newsletter and other updates		
Email Address		To send you our newsletter and other updates		
Company name		To send you our newsletter and other updates		
Area of work		To send you our newsletter and other updates		
Contact Us - form			Consent	Data controller
	Name	To communicate with you		
	Email address	To communicate with you		
	Company name	To communicate with you		
	Your message to us	To communicate with you		

Marketing: We collect and process the following data 2/2

Data you give	Data we collect	Why the data is needed	Legal basis	Our role
Direct marketing			Legitimate interest; Consent: our interest in extending our network and sending information about our service to those to whom we believe the information is relevant to by virtue of their position or function.	Data controller
	Name	To send or direct marketing to you		
	Email address	To send or direct marketing to you		
	Role in the organisation	To send or direct marketing to you		
	Organisation details	To send or direct marketing to you		
Information relating to you or your organisation which you may provide us when communicating with us		To communicate with you and manage our business relationship with you		

Sources from where we get your data

From you	<ul style="list-style-type: none">- when you subscribe to our newsletter- when you request for demo or sign up to Contract Mill- when you import or type in personal data in your templates or documents in Contract Mill- when you send document generation links/emails/widgets from Contract Mill- when you communicate with us using different communication channels
From your use of services	<ul style="list-style-type: none">- when you browse our website- when you use Contract Mill service
From third parties	<ul style="list-style-type: none">- public company registers- company directories

Third parties processing your data 1/4

Your data may be shared with some of our third party service providers. Your data is shared only when necessary and in compliance with our privacy policy and the applicable data protection regulations.

	Service provider	Purpose	Location
Infrastructure	MongoDB (Atlas)	Used for storing data	EU (Frankfurt, Germany) Further information: https://www.mongodb.com/legal/privacy-policy
	DigitalOcean	Used for web hosting	EU (Frankfurt, Germany) Further information: https://www.digitalocean.com/legal/privacy-policy/
	Amazon Web Services	Used for web hosting	EU (Frankfurt, Germany) Further information: https://aws.amazon.com/privacy/?nc1=f_pr

Third parties processing your data 2/4

Your data may be shared with some of our third party service providers. Your data is shared only when necessary and in compliance with our privacy policy and the applicable data protection regulations.

	Service provider	Purpose	Location
Infrastructure	Sentry.io	Exception monitoring platform for the CM application	Several locations, in case any data is transferred outside of EEA, Sentry.io is using standard contractual clauses as approved by the European Commission to ensure adequate protection of the data. Further information: https://sentry.io/privacy/
	CloudFlare	DNS server, content delivery network (CDN), application firewall	Several locations, in case the data is transferred outside of EEA, CloudFlare is using standard contractual clauses as approved by the European Commission to ensure adequate protection of the data. Further information: https://www.cloudflare.com/en-gb/privacypolicy/
Analytics	Google Analytics	Used for website analytics	Several locations, in case the data is transferred outside of EEA, Google is using standard contractual clauses as approved by the European Commission to ensure adequate protection of the data. Further information: https://policies.google.com/privacy?hl=en_GB
		Used for analysing usage and providing CM users with application usage data (for example number of documents generated, categories, etc.)	

Third parties processing your data 3/4

Your data may be shared with some of our third party service providers. Your data is shared only when necessary and in compliance with our privacy policy and the applicable data protection regulations.

	Service provider	Purpose	Location
Communications	Mailgun	Used for email deliverability	EU
	Pipedrive	Used for client relationship management (CRM) and meeting scheduling	Several locations, in case any data is transferred outside of EEA, Pipedrive is using standard contractual clauses as approved by the European Commission to ensure adequate protection of the data. Further information: https://www.pipedrive.com/en/privacy
	Netvisor	Used for invoicing	EU
	MailChimp	Used for target marketing and our newsletter	Several locations, in case any data is transferred outside of EEA, MailChimp is using standard contractual clauses as approved by the European Commission to ensure adequate protection of the data. Further information: https://mailchimp.com/legal/privacy

Third parties processing your data 4/4

Your data may be shared with some of our third party service providers. Your data is shared only when necessary and in strict compliance with our privacy policy and the applicable data protection regulations.

	Service provider	Purpose	Location
Communications	Google G-suite	Our email accounts and document management	Several locations, in case the data is transferred outside of EEA, Google is using standard contractual clauses as approved by the European Commission to ensure adequate protection of the data. Further information: https://policies.google.com/privacy?hl=en_GB
	Demio	Webinar hosting	Several locations, in case the data is transferred outside of EEA, Demio is using standard contractual clauses as approved by the European commission to ensure adequate protection of the data. Further information: https://demio.com/privacy-policy and https://demio.com/schrems-ii
Subcontractors	Kisko Labs Oy	Software development	EU (Finland)
	Anre Oy	Software development	EU (Finland)

For how long do we process your personal data

Client data	We keep the personal data for the duration of the contract and max 2 years after that.
Marketing data	We keep the personal data of non-clients for marketing purposes. If you use your right to opt-out or withdraw consent from receiving marketing messages, we will delete your personal data from our marketing database without unreasonable delay.
Website users	We keep the personal data of website users max 1 year after collecting the data.

How we protect your data

Secure communication	All connections between you and our service is secured over HTTPS using certificates from an established and reliable independent certified authority (CA).
Secure infrastructure	Our service runs on Digital Ocean cloud and document data is stored in Amazon S3. Data integrity and database backups are handled by MongoDB(Atlas). Our service has built-in protection for CSRF attacks.
Document security	Your documents can be accessed by only such users of your organisation with an active authenticated session. The authoritative authentication store is managed by the application and is not accessible by any other application. User-inputs are technically prevented from injecting malicious code-scripts to our service.
Access to the personal data requires username and password	User credentials are stored only using industry standard cryptographic hashes and hash salting.
Users of the personal data bound by confidentiality obligations	Only authorised staff that are committed to the strict confidentiality obligations can access the data.

However, no method of transmission over the internet or method of electronic storage is 100% secure. We cannot warrant the security of the data you transmit to or store in our service.

Your rights

Right to access	You have the right to access your personal data.
Right to correct	You have the right to have any inaccurate information about you corrected.
Right to object	You have the right to object to processing of personal data which is based on our legitimate interest.
Right to restriction	You have the right to request the restriction of processing for example when you think that the personal data we process about you is not accurate.
Right to opt-out and withdraw consent	You have the right to opt-out of any marketing communication from us. You also have the right to withdraw previously given consent to receive any marketing communications from us.
Right to be forgotten	You have the right to request deletion of your personal data at any time.
Right to complain	You have the right to lodge a complaint with a supervisory authority in particular in the EU Member State of your habitual residence, place of work or place of the alleged infringement in accordance of the EU General Data Protection Regulation (2016/679).
Right to data portability	You have the right to port your data to another service.

If you wish to make a request, e.g. unsubscribe from our Newsletter mailing list, or if you have any questions relating to your rights or this privacy policy, please contact us at info@contractmill.com.

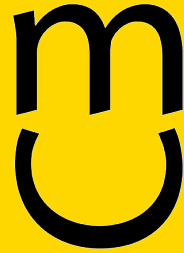
Changes to this Privacy Policy

We keep this Privacy Policy under regular review and place any updates on our website.

You are advised to review this Privacy Policy periodically for possible changes. Changes to this Privacy Policy are effective as of the date the changes are posted on our website.

You can find more information about our cookie practices in our Cookie Policy.

This privacy policy was last updated on 18 January 2021.



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www.contractmill.com