



Privacy Policy

Version 5.0_10.8.2022

Who we are

- We are Ment, 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@ment-automation.com

Our official address:

Ment
Business ID: 2776605-7
Address: Otakaari 5, FI-02150 Espoo

Contact person:
Kaisa Kromhof

kaisa@ment-automation.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: General 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 and offer our services.	Data controller
	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		
Phone number		To provide the requested service		
Email address		To provide the requested service		

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

Data you give	Data we collect	Why the data is needed	Legal basis	Our role
Using Ment application			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
	IP address	To provide the requested service		Data controller
	Information on your use of Ment (Statistics feature for your own use)	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 on Ment		To provide the requested service		Data processor
Email addresses when sending Links or using Widget based document generation on Ment		To provide the requested service		Data processor

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

We don't sell any customer data. The data that we collect from our website www.ment-automation.com for our own information is based on consent or legitimate interest (see earlier chapter regarding browsing our website).

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

We don't sell any customer data. The data that we collect from our website www.ment-automation.com for our own information is based on consent or legitimate interest (see earlier chapter regarding browsing our website).

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		

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 Ment• when you import or type in personal data in your templates or documents in Ment• when you send document generation links/emails/widgets from Ment• 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 Ment service
From third parties	<ul style="list-style-type: none">• public company registers• company directories• third party database of lead generation service providers

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
Database hosting	MongoDB (Atlas)	Used for storing data	For eu.ment-automation.com EU (Frankfurt, Germany), using AWS infrastructure For us.ment-automation.com USA West (Oregon), using AWS infrastructure Further information: https://www.mongodb.com/legal/privacy-policy
Application hosting	AWS (Amazon Web Services)	Used for application hosting	For eu.ment-automation.com : EU (Frankfurt, Germany). For us.ment-automation.com : USA West (Oregon). Further information: https://aws.amazon.com/privacy/?nc1=f_pr
Web performance and security	CloudFlare	Domain Name System (DMS) server, content delivery network (CDN), application firewall	Several locations: According to information we have received from CloudFlare, depending on the location of the request, the closest server is automatically chosen. This means that request inside EEA should remain inside EEA and requests in the USA should remain in the USA. However, CloudFlare also states that if you are accessing or using their Websites or Services or otherwise providing information to them, they may transfer your personal information outside of the EEA, the UK, or Switzerland, ensuring appropriate safeguards are in place to protect your personal information. They describe the additional safeguards here . Further information: https://www.cloudflare.com/en-gb/privacypolicy/

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
Cloud monitoring	Datadog	Used for infrastructure monitoring.	For eu.ment-automation.com EU (Germany) For USA us.ment-automation.com Further information: https://www.datadoghq.com/legal/privacy/
Error monitoring	Sentry.io	We use Sentry for exception monitoring for the CM application. In normal operation, Sentry does not have access to your data and therefore it does not process it either. Even in the event of some failure, we in CM also use sanitizing to clean up any potential data that could go to Sentry in error situations.	Iowa, USA. In case any data is transferred outside of EEA, UK and Switzerland, 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/
Website Analytics	Google Analytics	Used for website analytics of www.ment-automation.com	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/frameworks?hl=en_GB and https://policies.google.com/privacy?hl=en_GB

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 by the backend of Ment : Name, email, attachments.	For EU http://eu.ment-automation.com/ For US http://us.ment-automation.com/ Further information: https://www.mailgun.com/privacy-policy/
CRM	Pipedrive	Used for internal client relationship management.	EU. Further information: https://www.pipedrive.com/en/privacy
Scheduling	Calendly	Used for meeting scheduling. Data gathered: Name, email, phone number.	USA. Further information: https://calendly.com/dpa and https://help.calendly.com/hc/en-us/articles/360007032633#gdpr-faqs-0-0
Invoicing	Netvisor	Used for invoicing.	EU. Further information: https://support.netvisor.fi/fi/support/solutions/articles/77000466697-gdpr
Emailing	MailChimp	Used for target marketing and our newsletter. Data used: Name, email.	When Mailchimp transfers, stores or processes personal information outside of our jurisdiction, they take appropriate safeguards to require that your personal information remain protected in accordance with this Privacy Statement and applicable law. Mailchimp may use contracts or the Standard Contractual Clauses approved by the European Commission or, as may be applicable, the equivalent clauses approved by the UK Government, to help ensure your information is protected. Further information: https://www.intuit.com/privacy/statement/

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 compliance with our privacy policy and the applicable data protection regulations.

	Service provider	Purpose	Location
Communications	Google workspace	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
Contract management	Zefort	Contract management system	EU. Further information: https://zefort.com/security/
Subcontractors	Anre Oy	Software development	EU (Finland)
	TrulyAgency	Sales development	EU (Finland)
	Growthonics	Sales development	UK, South Africa

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 visitors	We keep the personal data of website users max 14 months 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 AWS 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 CSFR 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 authorized 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 the specific EU Member State of your habitual residence, place of work or place of the alleged infringement in accordance with the EU General Data Protection Regulation (2016/679).
Right to data portability	You have the right to get your template data in machine readable format JSON. If you have saved a generated document into the Archive of CM, you can download such document in docx or pdf format.

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@ment-automation.com

Changes to this Privacy Policy

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

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 or inserted into Ment application.

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

This privacy policy was last updated on 10th of August 2022.

Change Log

Date	Version number	Changes made
25.03.2022	4.0	<ul style="list-style-type: none">• Replacing Digital Ocean with AWS as provider of infrastructure hosting service• Phone number was added as saved data when demos are booked through our website• Adding IP address as collected data when using Ment application for the sake of clarity• Deleted collection of “anonymised contract data” as we don’t do that• Added clarification that tracking usage of CM is limited to the Statistics feature for your use and benefit• Added a clarification of data that we use in our marketing• Sending “Release notes” was added to marketing communications• Third party database of lead generation service providers was added as a data source• Digital Ocean was removed as third party processing data• Added clarifications (e.g. type of service) to the third party services we use• Added details concerning app.us.ment-automation.com separately from app.ment-automation.com• List of subcontractors was updated• Update to website visitor data, the data is kept 14 months instead of 12 months• Clarification to Your rights (Right to data portability)
10.8.2022	5.0	<ul style="list-style-type: none">• Changed the name of the application from Contract Mill to Ment• Changed the hostnames app.contractmill.com and app.usa.contractmill.com to app.eu.ment-automation.com and app.us.ment-automation.com• Updated the visuals of the policy• Updated third party service providers: Removed Squarespace scheduling and Sequence Partners, added Calendly

Joy | Empathy | Intelligence

<https://ment-automation.com>

info@ment-automation.com