

Handling Inbound Contact Information

How MASKonsult, as a global consultancy, handles your personal data collected via phone, voicemail, email, or other inbound communications

Data Collection and Use

MASKonsult may collect personal contact information (e.g., name, phone number, email address) provided voluntarily via voicemail, email, or messaging platforms.

This information is used solely for the purposes of:

- Responding to your enquiry
- Conducting professional correspondence

Call and Voicemail Handling

Phone calls to MASKonsult UK numbers may be answered directly by personnel located outside the UK or EU, or routed to voicemail systems which may be hosted on infrastructure outside the UK or EU.

Phone calls to MASKonsult North American or Australian numbers may be routed internationally and handled by personnel or systems outside the region.

Voicemail content may be converted to text via cloud-based AI services and delivered to personnel outside the USA, Canada, UK or EU via email. All processing is done under appropriate safeguards and solely for operational purposes.

Email Communication

Emails may be routed through and stored on international infrastructure, including services hosted in the United States and Australia. Email addresses and the contents of communications will not be used for profiling, marketing, nor provided to third parties without explicit consent.

Data Minimisation

MASKonsult does not collect or retain unnecessary personal data. Voicemails and emails are processed only as required for legitimate business interest and are regularly purged.

SENSITIVE DATA WARNING

Do not send personal client data or regulated information via email or voicemail.

These channels are not secure and not intended for transmitting sensitive data. Any such content will be deleted immediately and not processed or retained.

Cross-Border Processing

By contacting MASKonsult, you acknowledge that your data may be processed outside your jurisdiction. All such processing follows applicable legal frameworks, including standard contractual clauses where relevant.

Data Subject Rights

If you are an EU or UK data subject, you have rights under GDPR including access, correction, deletion, and restriction.



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Inbound contact privacy: maskonsult.com/first-contact

