

Privacy Notice – Organised by Hayley

This privacy notice tells you what to expect us to do with your personal information.

Our contact details

Hayley Robertson is the owner of Organised by Hayley and can be contacted by email contact@organisedbyhayley.co.uk or telephone 07745130193. Hayley Robertson is the main point of contact for data protection matters.

What type of information we hold

We currently hold the personal data supplied by clients whom we work with in their homes or businesses. If you are one of these clients, you will have initiated our contact via telephone, email, a message through the website or social media platform and we will have agreed to work together. This also includes prospective clients, who have initiated contact with us but who have not yet made any specific appointments. The personal data collected and stored includes:

- Your full name
- Your telephone number(s)
- Your physical address(es)
- Your email address(es)
- Information about why you require help with decluttering and organising
- Photographs of your physical space which we have helped to organise

How we get the information and why we have it

We collect this personal data via email or telephone conversations or during the initial face to face consultation. We only collect the minimum amount of information required in order to be able to make appointments with you or visit your home for a scheduled appointment.

Under UK data protection law, we must have a 'lawful basis' for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website. Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website. Our lawful bases for collecting and using personal information in our work with you are:

- (a) Consent – we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- (b) Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

What we do with the information we have

The information is held to assist in our work or prospective work with you.

Before one to one work commences, you will be asked whether you give consent for a 'before' photo to be taken of your space and an 'after' photo. If you give consent, the images will be used on Organised by Hayley's social media platforms/website. We would take care that the images did not contain factors which would identify you in this case. No images will be taken or shared without your clear consent.

How long we keep information

We endeavour to ensure that your personal information is maintained and updated correctly. It is your duty to inform us of any changes to your personal information to ensure that it is up to date.

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. When deciding what the correct time is to keep the data for, we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements. For tax purposes, the law requires us to keep basic information about our customers for six years.

Who we share information with

As a business associate of Organised by Hayley, Danielle Stockill is a Data Processor. Danielle works directly with our clients to organise and declutter in their homes.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO. The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>