

Privacy Notice – Organised by Hayley

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 the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting Hayley Robertson.
- (b) We have a contractual obligation.

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 we store your information

Your data is stored in secure software which is password protected and your information is accessed through a laptop or phone which are also password protected. Any data recorded via paper is input into the secure software and the paper then shredded.

In the case of any of these storage methods being stolen, breached, or hacked, I will do the following within 72 hours of discovering the incident:

- a) Notify the police if it is a physical theft or loss of my laptop or phone
- b) Notify my email provider if it is a case of email hacking.
- c) In any of these cases, report the data theft, breach, or hack to the ICO (Information Commissioner's Office), which is the Regulator for the UK, if the incident has a high likelihood of severity of a resulting risk to the affected clients' rights and freedoms.
- d) In any of these cases, we would contact all of the clients whose personal data has been compromised and would provide advice in order to help them protect themselves of any effects of the breach.

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.

Your data protection rights

As set out in the Data Protection Act and General Data Protection Regulation (GDPR), you have the right to request a copy of the personal information we hold about you and to correct any inaccuracies. To action this, please write to us confirming your requirements at contact@organisedbyhayley.co.uk.

If you do not agree with the details set out in this policy, please don't hesitate to discuss your concerns by getting in touch.

If you do not want us to use your information in future, wish to know what information we keep of yours, or want to request that we delete or amend information from our database, please write to us confirming your requirements at contact@organisedbyhayley.co.uk.

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113