



Declutterright  
Professional Organiser

## GDPR (General Data Protection Regulation) & Privacy Policy

This document explains how and why Declutterright collects your personal data, what it is used for, how it is processed and how it is kept safe. Declutterright is registered with the ICO - Information Commissioners Office and adhere to the General Data Protection Regulations.

### Introduction

Vickie Farrell is the owner of Declutterright and is a sole trader. The business trading address is c/o Purple Consulting, Suite 111 Devonshire House, 1 Cliveden Office Village, Lancaster Road, High Wycombe. HP12 3YZ. Vickie is the person responsible for keeping your information safe and secure, giving you access to it if you need it, and disposing of your information if you ask or when a reasonable time period has elapsed. If you have any questions about this GDPR and Privacy Policy you can contact Vickie at [vickie@declutterright.com](mailto:vickie@declutterright.com). This section explains the purpose of this Privacy Policy and why we need it.

### Contact Details

Phone Number: 07967 800567

E-mail: [vickie@declutterright.com](mailto:vickie@declutterright.com)

Website: [www.declutterright.com](http://www.declutterright.com)

### The type of personal information we collect

We only collect information from you that you are happy to share. This includes basic information that enable us to work with you and give you a great service, including:

- your full name
- your telephone number
- your physical address(es)
- your email address(es)
- Skype or Zoom name
- any other identities or information that you wish to share
- information about why you require help with decluttering and organising

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, visit your home for a scheduled appointment, make an appointment to meet with your group for a talk or workshop, meet with you online for a virtual appointment or with your permission to share any news about any offers that are available to you or to send you a newsletter. We also use the information you provide in order to help come up with a tailored solution that's right for you.

We will keep a copy of signed terms and conditions and a use of photo's consent form. We also use a telephone enquiry form and/or an initial consultation form where we record basic information about your requirements.

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.



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### **Sensitive Data**

If during our contact you provide any sensitive data that is relevant to the service we are providing it will be treated with the upmost discretion and confidence. If this information needs to be recorded in our documentation it will be stored on a password protected laptop which will be locked away in a filing cabinet.

### **What do we do with your data?**

We only use your data for the purpose of providing the Service. My location at your premises may be shared and tracked at all times for health and safety and safeguarding purposes only.

Your information is never shared with anyone without your express consent and absolute agreement, or unless we are instructed to do so by a recognised legal authority or to satisfy a legal obligation.

### **Who we may share your information with**

Information will be seen by Vickie Farrell personally and any staff and contractors looking after you and by others involved in delivering your services. There is sometimes a need to share information about you with other Third-Party providers so that we can work together to provide you with the best possible service to meet your needs. We will only ever share your information when there is a legitimate need to do so.

It may also be necessary to share some information with:

- Suppliers
- Business associates and other professional advisers
- Financial organisations
- Official bodies
- Service providers including but not limited to online system providers such as MailerLite for marketing purposes.

We never share personal data with any other organisation for third party marketing purposes.

### **How long do you keep my data for?**

The GDPR requires that personal data be held only for a reasonable amount of time. If we have worked together one-to-one or in a group session, we will hold your personal data for as long as we need it for communication purposes or tax and insurance purposes (but no longer than 7 years).

If you have subscribed to our newsletter you will need to give your consent to opt in to receive it. If you decide you no longer wish to receive it you will be given the opportunity to unsubscribe at the end of every newsletter, at which point you will be removed from our mailing list.

### **Marketing**

We may contact you using your email address to tell you about any offers or to share our newsletter with you. We will only do this for two years after our last contact. If you would prefer not to be contacted in this way then please confirm this in writing and we will remove you from our mailing list.

We want to keep in contact with our Clients and those who have inquired about our services and keep them updated about our products, services, team news, and promotions by email and newsletters.



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Any marketing communication sent to you will contain an option for you to unsubscribe should you not wish to receive any further such materials. We will only send out marketing materials in accordance with GDPR requirements.

### **Where is your data stored?**

Your contact information including telephone number is stored on a password protected mobile phone database and password protected laptop. These will be deleted from the mobile phone database two years after our last contact.

Signed terms and conditions and any forms/notes completed during consultations as well as before and after photos will be scanned and stored on a password protected laptop. Once they have been saved electronically they will be shredded.

### **Third Party Websites and Links**

Our Site may provide links to websites or other online platforms operated by third parties. If you follow links to sites not affiliated or controlled by us, you should review their privacy and security policies and other terms and conditions. We do not guarantee and are not responsible for the privacy or security of such sites, including the accuracy, completeness, or reliability of information found on these sites. Information you provide on public or semi-public venues, including information you share on third-party social networking platforms may also be viewable by other users of the Services and/or users of those third-party platforms without limitation as to its use by us or by a third party. Our inclusion of such links does not, by itself, imply any endorsement of the content on such platforms or of their owners or operators, except as disclosed on the Services.

### **Photos**

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/or an 'after' photo. These photos will then be sent to your own digital device and deleted from our device OR should you give consent, we will keep the images on your client file and again with your consent use them on Declutterright's social media platforms/website and/or for testimonials and promotional purposes. 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.

You may also be asked to send photographs of the areas you would like support with to enable us to identify workable solutions. With your consent we will save these photographs on your client record.

If you have opted for our Action Plan service then we may with your consent also use these photographs as part of the documents produced for this purpose. You may send us photographs or we may take photographs of sentimental items to enable us to produce a memory log for you if this is a service you have requested. Consent will be recorded on a Photograph Consent Form.



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### **How We Communicate with You**

It is important for us to maintain contact with you whilst we are working together. This includes text/ WhatsApp/ email/ phone calls for various reasons such as to confirm appointments, offer dates, offer short notice appointments due to a cancellation, any changes to the booked appointment or as a reminder of a booked appointment or to discuss requirements.

We may also send you details of any offers that are available to you or a newsletter with your permission.

### **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [vickie@declutterright.com](mailto:vickie@declutterright.com) if you wish to make a request.

Information about your rights can be found at [www.ico.org.uk](http://www.ico.org.uk)

### **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at [vickie@declutterright.com](mailto:vickie@declutterright.com).

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

ICO website

: <https://www.ico.org.uk>