



Privacy Policy

This Privacy Policy explains the types of personal data Happily Sorted may collect about you when using its website and any of its products or services and why we choose to collect it. It also explains how we'll store and handle that data, and keep it safe.

Happily Sorted offers a confidential service and your privacy is important to us. We want you to be fully informed about the choices available to you regarding our use of your personal information and how you can access and update this information.

When we collect your data

Happily Sorted may collect your data when:

- You visit www.happilysorted.co.uk and fill in the contact form
- You email to make an enquiry or booking
- You message or interact with us using social media
- You contact us via telephone
- We meet for a face to face consultation
- You agree to participate in any events or activities run by Happily Sorted or you request additional information following such an event or activity

Should we ask you to provide certain information by which you can be identified when using our website, then you can be assured that it will only be used in accordance with this policy.

What sort of personal data do we collect?

Happily Sorted may collect the following information:

- Name
- Contact information including email address and telephone number
- Location and home address
- Testimonials and photos from work with you
- Written notes and signed Terms and Conditions
- Information gathered by the use of cookies in your web browser

How is your personal data used?

Happily Sorted uses your data to be able to provide services to you:

- If you wish to work with Happily Sorted we will use your information for setting up a client record and within our invoicing system.
- To arrange consultations, appointments and follow-up after tidying sessions.
- To be able to tailor services to better meet your individual needs.
- In gaining agreement to Terms and Conditions.
- If you make an appointment, for health and safety reasons, your contact details and address are logged in calendar which can be accessed by a Happily Sorted business partner for the duration of the visit. Your details will be deleted once the session has finished.

To improve the services offered by Happily Sorted and to market the services we offer:

- In gaining consent for use of photographs and testimonials. Photographs and testimonials will only be used if you have given us permission to do so.
- Occasionally, we may conduct market research on our services and your interest in relation to them. This may be conducted via email, phone or mail. The data collected will be used to improve the services we offer and website content.

How we take care of your data

Happily Sorted appreciates how much confidentiality and data security matters to our clients. Therefore, we will treat your data with the utmost care and appropriate steps are taken to protect it.

- Personal data stored electronically is on a cloud-based system which is password-protected.
- Written notes and paper copies of signed Terms & Conditions are stored securely. Original paper documents are shredded following scanning or logging.

How long will we keep your personal data?

Whenever we collect or process your personal data, we'll only keep it for as long as is necessary for the purpose for which it was collected.

At the end of that period, your data will either be deleted completely or made anonymous for the purpose of statistical analysis, business planning and development where you will no longer be identifiable.

- If you employ the services of Happily Sorted your contact information and records of this work will be kept to comply with legal and tax obligations. This will be for a period of 6 years.
- If we have worked together in a group session, we will hold your personal data for 2 years after our last communication, after which time we will consider you a 'past client', and dispose of all of your personal data. If you wish to work with us again after this, you may contact us to resume our working relationship at which time we will re-collect the relevant personal data.
- If you consent to use of photographs and testimonials these will be used indefinitely unless you inform us you no longer wish for them to be used.

Managing your personal information

- As a client you may request to see the personal information that we hold about you at any time.
- Your personal information will not be sold or distributed to third parties unless we have your permission to do so or are required by law to do so. In the case of the latter we will work with authorities and follow the correct processes before releasing any information we hold about you.
- You can withdraw consent to use of photographs or testimonials if you decide that you no longer wish them to be used.

Cookies

The Happily Sorted website uses cookies to monitor visits and use of the site. A cookie is a small text file which asks permission to be placed on your computer's hard drive. The information collected is used for statistical purposes to track how many users the site has, how often they visit and which pages are viewed most frequently. This helps us to improve the online experience.

By using this website, you are agreeing to the use of cookies as described. You have the ability to accept or decline cookies. If you choose to decline cookies, you may not be able to use and experience all the features of the website.

Links to other websites

The Happily Sorted website contains links to other websites that are not owned or controlled by us but may be of interest to you. Please be aware that we are not responsible for the privacy practices of other websites or third-parties and recommend that you familiarise yourself with privacy statements of such websites before submitting personal information.

Children

Happily Sorted does not knowingly collect or store any personal information about anyone under the age of 13. If you are under the age of 13, please do not submit any personal information through our website or service.

Contacting us

If you would like to access, amend or delete any personal information we have on our records or if you have any queries please contact the Lynn Kirk, Data Controller for Happily Sorted by emailing: lynn@happilysorted.co.uk Data requests will be responded to within 30 days.

Amendments to this Privacy Policy

Happily Sorted may amend this policy occasionally by updating this page. Please check this page regularly to ensure that you are happy with any changes.

This document was last updated on 18th May 2018.