

## **Introduction:**

House Calmer understands that your privacy is important to you and that you care about how your personal data is used. We respect and value the privacy of all of our clients and will only collect and use personal data in ways that are described here, and in a way that is consistent with our obligations and your rights under law.

House Calmer is registered with the ICO (Information Commissioners Office) for data protection, registration number ZB266306.

Jennifer Childs is the owner of House Calmer and can be contacted as follows:

- By email at [jen@housecalmer.com](mailto:jen@housecalmer.com)
- By telephone on 07774 608715

Jennifer Childs is the principal point of contact for all matters regarding data protection for House Calmer.

This Privacy policy explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data.

## **1. Personal Data**

Personal data is defined by the UK GDPR and the Data Protection Act 2018 (collectively, "the Data Protection Legislation") as "any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier".

Personal data is, in simpler terms, any information about you that enables you to be identified. Personal data covers obvious information such as your name and contact details, but it also covers less obvious information such as identification numbers, electronic location data, and other online identifiers.

## **2. Your rights**

Under the Data Protection Legislation, you have the following rights, which we will always work to uphold:

- The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us.
- The right to access the personal data we hold about you.
- The right to have your personal data rectified if any of your personal data held by us is inaccurate or incomplete.
- The right to be forgotten, i.e. the right to ask us to delete or otherwise dispose of any of your personal data that we hold.
- The right to restrict (i.e. prevent) the processing of your personal data.
- The right to object to us using your personal data for a particular purpose or purposes.
- The right to withdraw consent. This means that, if we are relying on your consent as the legal basis for using your personal data, you are free to withdraw that consent at any time.

- The right to data portability. This means that, if you have provided personal data to us directly, we are using it with your consent or for the performance of a contract, and that data is processed using automated means, you can ask us for a copy of that personal data to re-use with another service or business in many cases.
- Rights relating to automated decision-making and profiling. We do not use your personal data in this way.

For more information about our use of your personal data or exercising your rights as outlined above, please contact us using the contact information in the above **Introduction** section. It is important that your personal data is kept accurate and up-to-date. If any of the personal data we hold about you changes, please keep us informed for as long as we have that data.

Further information about your rights can also be obtained from the Information Commissioner's Office or your local Citizens Advice Bureau.

If you have any cause for complaint about our use of your personal data, you have the right to lodge a complaint with the Information Commissioner's Office. We would welcome the opportunity to resolve your concerns ourselves however, so please contact us in the first instance.

### **3. What Personal Data will be collected and how?**

The personal data that we use is set out below:

- Your name
- Your address
- Your phone number(s)
- Your email address
- Details about the work required
- Any photographs taken of the space we have organised during a session(s)

The above data will be collected when you contact us and when we arrange an initial consultation or undertake work for you.

You may give consent for us to take "before" and "after" digital photos of the work that has been undertaken. Your consent to photos being taken and used by House Calmer will be given in the Use of Photographs consent document. Photographs taken can be used on the House Calmer web site and/or social media platforms.

We do not collect or store any sensitive data about you. This type of data refers to data that includes information about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data. We do not collect any information about criminal convictions and offences.

### **4. Using your Personal Data and data retention periods**

Under the Data Protection Legislation, we must always have a lawful basis for using personal data. We will use your personal data for the purposes of:

- Contacting you and communicating with you
- Providing agreed services to you
- Managing payments from you (invoicing and payments from you for our services)

We will not keep your personal data for any longer than is necessary in light of the reason(s) for which it was first collected.

For tax purposes, the law requires us to keep basic information about our customers for up to a maximum of seven years after you cease being our customer.

For enquiries by email, phone or via the website we will keep your contact details for up to 1 year from the last point of contact with you.

## **5. How and where to you store my Personal Data?**

We will only store your personal data in the UK. This means that it will be fully protected under the Data Protection Legislation. Your personal data is stored electronically and password protected. We retain a copy of your signed terms and conditions document and notes made during the initial consultation meeting.

## **6. Sharing Personal Data**

We will not share any of your personal data with any third parties for any purposes, subject to the following exception(s):

- If we sell, transfer, or merge parts of our business or assets, your personal data may be transferred to a third party. Any new owner of our business may continue to use your personal data in the same way(s) that we have used it, as specified in this Privacy Policy.
- In some limited circumstances, we may be legally required to share certain personal data, which might include yours, if we are involved in legal proceedings or complying with legal obligations, a court order, or the instructions of a government authority.

If any of your personal data is shared with a third party, as described above, we will take steps to ensure that your personal data is handled safely, securely, and in accordance with your rights, our obligations, and the third party's obligations under the law.

## **7. Accessing your Personal Data**

If you want to know what personal data we have about you, you can ask us for details of that personal data and for a copy of it (where any such personal data is held). This is known as a "subject access request".

All subject access requests should be made in writing and sent to the email shown in the **Introduction** section above.

## **8. Changes to this Privacy Policy**

We may change this Privacy Policy from time to time. This may be necessary, for example, if the law changes, or if we change our business in a way that affects personal data protection. Any changes will be made available via the House Calmer web site or we will write to our clients to advise of any changes.

Further information regarding the ICO can be found here: <https://ico.org.uk/your-data-matters/>