

## **Privacy Notice – Project Organise**

### **What will you do with my Data?**

Project Organise is registered with the ICO (Information Commissioners Office) for data protection, registration no. ZB224430, Project Organise ensures all personal data and information is kept securely following the Data Protection Act and General Data Protection Regulations (GDPR).

### **Contact details:**

Elaine Adams is the owner of Project Organise and can be contacted by email at [info@projectorganise.co.uk](mailto:info@projectorganise.co.uk) or by telephone on 07833643781. Elaine Adams is the Data Protection Officer and the main point of contact for all data protection matters.

### **The type of personal information we hold:**

We hold the personal data and information supplied by clients who we work with in either their homes or businesses. If you are one of these clients, you will have contacted Project Organise either via the telephone, email, website or social media.

The personal data collected and stored includes:

- Your full name
- Your telephone number(s)
- Your home/business address(es)
- Your email address(es)
- Information about the work you require
- Any photographs taken of your physical space which we have helped to organise during a session

**How we get the personal information and why we have it:**

Most of the personal information we collect is provided to us directly by you to be able to make appointments and work with you. This information can be collected via email or telephone conversations or during the initial face to face consultation. We only collect the information required 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 is:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting Elaine Adams [info@projectorganise.co.uk](mailto:info@projectorganise.co.uk)

(b) We have a contractual obligation.

Before any work commences, you will be asked whether you give consent for a 'before' photo to be taken of your space and an 'after' photo once work has been completed. If you give consent, these images may be used on Project Organise social media platforms and the website. We would take care that the images did not contain any identifying factors to you. No images will be taken or shared without your consent.

**How we store your personal information:**

Your information 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:**

Under data protection law, Data Protection Act and General Data Protection Regulation (GDPR), 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 [info@projectorganise.co.uk](mailto:info@projectorganise.co.uk) or by phoning 07833643781 if you wish to make a request.

**How to complain:**

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

You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address is, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or further information can be found on the ICO website at [www.ico.org.uk](http://www.ico.org.uk)

Helpline number: 0303 123 1113