

Tidy Girl Privacy Statement

This notice explains what information I collect, when I collect it and how I use this. During the course of our activities, I will process personal data (which may be held on paper, electronically, or otherwise) about you and I recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how I will handle your information.

Tidy Girl takes the issue of security and data protection very seriously and strictly adheres to guidelines published in the General Data Protection Regulation (EU) 2016/679 which is applicable from the 25th May 2018, together with any domestic laws subsequently enacted.

I am registered with the Office of the Information Commissioner under registration number **A8406196**.

How I collect information from you and what information I collect

I will collect information about you from telephone or email contacts and/or face to face meeting(s)

I may collect some or all the following information about you: -

- Your name, address, telephone number, e-mail address, date of birth, next of kin;
- Details of others living in your home;
- Whether you or others living with you smoke;
- Details of your health (if relevant);
- Details of any animals or pets in your home;
- Any access or parking issues

Why I need this information about you and how it will be used

I need your information and will use your information:

- to undertake and perform my obligations and duties to you in accordance with the terms of my contract with you;
- to enable me to supply you with the services and information which you have requested;
- for billing and communication;
- to analyse the information I collect so that we can administer, support and improve and develop my business and the services I offer; and
- for all other purposes consistent with the proper performance of my operations and business.

Sharing of Your Information

The information you provide to me will be treated by me as confidential.

I may disclose your information to other third parties who act for me for the purposes set out in this notice or for purposes approved by you, including the following:

- Team members who provide associated services
- Service providers such as IT experts and virtual assistants
- Professional advisers such as lawyers, accountants, auditors and insurers
- Government bodies that require me to report processing activities

Unless required to do so by law, I will not otherwise share, sell or distribute any of the information you provide to me without your consent.

Transfers outside the UK and Europe

I may transfer your information outside the UK and/or EEA:

- Information stored on my/our computers may be backed up on servers located outside the UK and/or EEA.

Where information is transferred outside the UK or EEA, I ensure that there are adequate safeguards in place to protect your information in accordance with this notice, including the following:

- Use of a reputable data backup service.

Security

When you give me information I take steps to make sure that your personal information is kept secure and safe.

How long we will keep your information

I review my data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (I may be legally required to hold some types of information), or as set out in any relevant contract I have with you.

Your Rights

You have the right at any time to:

- ask for a copy of the information about you held by me in my records;
- require me to correct any inaccuracies in your information;
- make a request to me to delete what personal data of yours I hold; and
- object to receiving any marketing communications from me.

If you would like to exercise any of your rights above please contact me at nicky@tidygirl.co.uk

Should you wish to complain about the use of your information, I would ask that you contact me to resolve this matter in the first instance. You also have the right to complain to the Information Commissioner's Office in relation to my use of your information. The Information Commissioner's contact details are noted below:

England:

Information Commissioner's Office
Wycliffe House, Water Lane
Wilmslow, Cheshire, SK9 5AF
Telephone: 0303 123 1113
Email: casework@ico.org.uk

Scotland:

The Information Commissioner's Office
45 Melville Street, Edinburgh, EH3 7HL
Telephone: 0131 244 9001
Email: Scotland@ico.org.uk

Wales

Information Commissioner's Office
2nd floor, Churchill House
Churchill way, Cardiff, CF10 2HH
Telephone: 029 2067 8400
Email: wales@ico.org.uk

Northern Ireland:

Information Commissioner's Office
3rd Floor, 14 Cromac Place
Belfast, BT7 2JB
Telephone: 028 9027 8757
Email: ni@ico.org.uk

The accuracy of your information is important to me - please help me keep my records updated by informing me of any changes to your email address and other contact details.