

HAPPILY SORTED

Privacy Policy

This Privacy Policy explains the types of personal data Happily Sorted may collect when you use our website or services, why we collect it, how it is used, and how we keep it safe. We offer a confidential service, and your privacy is a fundamental part of how we work. It's essential you are fully informed about the choices available to you regarding the use of your personal information and how you can access and update it.

When we collect your data

We 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, or send a general message
- You message or interact with us using social media
- You contact us via telephone or text message
- You agree to participate in recorded sessions
- You agree to participate in any events or activities we run or you request additional information following such an event or activity

If we ask you to provide information that identifies you when using our website, you can be confident it will only be used in line with this policy.

What sort of personal data do we collect?

We may collect the following information:

- Name
- Contact information including email address, telephone number and postal address (where relevant)
- Google reviews or other feedback provided by you. By choosing to provide a review or testimonial, you are giving consent for it to be used in our marketing materials. You can ask for it to be removed at any time.
- Written notes and signed Terms and Conditions
- Video and audio recordings of coaching sessions for mentoring or supervision purposes, where you have agreed to recording
- Information gathered by use of cookies in your web browser

How is your personal data used?

We use your data to be able to provide services to you:

- If you wish to work with us, we will use your information for setting up a client record and within our invoicing system (QuickBooks)
- To arrange consultations, coaching sessions, and tidying or organising sessions

- To tailor services to better meet your individual needs
- In gaining agreement to the Terms and Conditions

How we take care of your data

We appreciate 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 held on a cloud-based system which is password-protected, as are any video or audio recordings
- Written notes and paper copies of signed Terms and Conditions are stored securely. Original paper documents are shredded following scanning or logging

Third Party Platforms

Where sessions are conducted online via Google Meet, please be aware that Google's own privacy policy applies to that platform. We recommend familiarising yourself with Google's privacy policy at policies.google.com. Happily Sorted is not responsible for the data practices of third party platforms.

Social Media

Happily Sorted is active on Facebook, Instagram, and LinkedIn. If you interact with us on social media, please be aware that those platforms have their own privacy policies which govern how your data is used. We may share anonymised client stories or Google reviews on social media where permission has been given.

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 improvement, where you will no longer be identifiable.

- If you employ our services, 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 six years.
- Google reviews and testimonials may be used indefinitely unless you inform us that 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 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 the use of reviews 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 device. 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 and accepting cookies, you are agreeing to the use of cookies as described. You have the ability to accept or decline cookies. If you choose to decline, 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 the 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 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.

Lynn Kirk, Happily Sorted | lynn@happilysorted.co.uk | ICF & APDO Member

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