



Super Sorters Privacy Policy

This Privacy Policy sets out how your personal data is handled by Super Sorters. Super Sorters is the data controller and is responsible for your personal data (referred to as “we”, “us” or “our” in this Privacy Policy).

Personal data is defined by UK General Data Protection Regulations (GDPR) Guidelines as any information relating to an identified or identifiable natural person (‘data subject’); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological. Please contact us if you have any questions or concerns about your data:

hellosupersorters@gmail.com

Your rights

Under data protection law, 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 unless your request is unfounded, repetitive or excessive. If you make a legitimate request, we will aim to respond to you within one month. Please contact us at hellosupersorters@gmail.com if you wish to make a request.

How is data collected?

We collect your data through interactions with you such as phone, email or face to face consultations. This may be when you contact us via the different routes available to enquire about our services, make a booking, sign up to our newsletter or provide us with feedback. In addition, we will collect data you provide us with during the session, in order to deliver a bespoke service to you. Furthermore, we collect data when you use or view our website or social media platforms, such as technical data, to enable us to improve our service provision to you through the use of advertising and analytic programmes.

What data is collected?

To enable us to provide a service to you, we collect the following information:

- Personal details* you provide on initial contact or booking, such as name, title, email address, phone number, date of birth, home address and details about the services you require.

- Information that you provide to us when subscribing to our newsletter such as name and email address, communication preferences.
- Information relating to bookings made such as, personal details (as above*), time and date required, payment details and transaction data, details to enable us to provide you with a virtual decluttering session, parking and access information.
- Sensitive data that we need to be aware of in order to provide you with our services, such as relevant physical and mental health information about you or others in your home, names of partners/dependents/children/pets/other members of your home.
- Technical information when you use our website and/or social media platforms to enable us to optimise and tailor the service we provide to you.
- Information that you post on our website or social media channels.
- Reviews, testimonials and feedback that you give us.
- Any other information you choose to provide us with via the available contact channels and during sessions.

With your permission, we will take before and after photos of your space, or you may wish to send us a photo of your space before or during our initial consultation. With your consent, we may use these photos on our social media platforms and/or website.

How is data used?

Your data is used in order to:

- carry out the activities of our business.
- undertake our obligations and duties to you in accordance our contract, as set out in our terms and conditions.
- enable us to provide you with the services and information which you have requested.
- effectively communicate with you pertaining to all aspects of the service provided.
- analyse information, in order to continuously improve the service we provide and tailor it to each customer.
- comply with a legal or regulatory obligations when required.
- protect our rights, property and safety and that of others, where appropriate.
- fulfil our legitimate interests, such as the creation of records of services provided and payments made for the management and auditing of our business.
- send statements, invoices and payment reminders to you, as well as collect payments from you.
- send you information and updates relating to our services when you have requested this. You may opt out of this service at any time.
- help you with any complaints, enquiries or requests for information as quickly and effectively as possible.

If you submit personal information for publication on our website or social media platforms, we will publish and utilise that information in accordance with your consent.

Data Security

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, disclosed or accessed in an unauthorised way.

Access to your personal data is limited to only those employees or advisers that require access, to enable us to deliver the services provided by our business.

We wish to make you aware that the use of the internet is not always entirely secure. For this reason, we are unable to guarantee the security of information sent over the internet.

In the case of any of these storage methods being stolen, breached, or hacked, we will do the following within 72 hours of discovering the incident:

- Notify the police if it is a physical theft or loss.
- Notify our email provider if it is a case of email hacking.
- In any of these cases, report the data theft, breach, or hack to the ICO (Information Commissioner's Office), if the incident has a high likelihood of severity of a resulting risk to the affected customers' rights and freedoms.
- In any of these cases, we will contact all of the customers whose personal data has been compromised and provide advice in order to help them protect themselves of any effects of the breach.

Data Retention

Your data is stored securely in accordance with the General Data Protection Regulations (GDPR). Your information is kept as accurate and up to date as possible and is kept no longer than is necessary. We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we carefully consider the nature and the purposes for which we process your personal data.

Data Disclosure

We may disclose your personal information to:

- any of our employees, insurers, professional advisers, technical support staff, virtual assistants or sub-contractors where necessary for the purposes set out in this Privacy Policy.
- payment providers, so that we can bill you for services provided.
- marketing and advertising partners so we can send you relevant information.
- comply with legal and regulatory requirements.
- establish, exercise or defend our legal rights.
- any purchaser (or prospective purchaser) of any business that we are (or are contemplating) selling to.

Super Sorters does not sell or trade your personal data to outside parties.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at hellosupersorters@gmail.com.

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive, mobile phone or other electronic device. Once you accept, the file is added and the cookie helps analyse web traffic and how you use a website. Cookies allow web applications to respond to you as an

individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences. Cookies do not give us access to your device or any information about you other than the information you choose to share with us. You can choose to accept or decline 'cookies' through your browser settings. For further information visit: allaboutcookies.org

Our website uses cookies to enhance the user experience. By using the website and agreeing to this Privacy Policy, you consent to our use of cookies in accordance with the terms of this Privacy Policy. Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information obtained from cookies.

Other

If you are providing us with personal information about another person, you must obtain their consent and confirm they agree to the terms of this Privacy Policy.

You have the right to stop us contacting you for marketing purposes at any time, to opt out please contact hellosupersorters@gmail.com.

Our website and social media platforms are not intended for individuals under the age of 18. We do not knowingly collect data relating to children.

Our website includes links to third party websites and applications that may be of interest to our customers. When you leave our website, we encourage you to read the Privacy Policy of every website you visit, as we do not control these websites and their Privacy Policies.

This Privacy Policy is subject to change in line with any changes to the law or as we see fit in relation to the businesses activities carried out by Super Sorters. An up-to-date copy can be found on our website.

By submitting your personal information to us you consent to the use of that information, as set out in this Privacy Policy.