



Our contact details

Name: Sarah J Morris

Address: Flat 5, Aicon House, 2 Laws Street, Pembroke Dock, Pembrokeshire. SA72 6DL

Phone Number: 07388 909 790

E-mail: info@downsizingdiva.org

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Name.
- Email address.
- Phone number.
- Home address.
- Information that you share with us in relevance to the services we provide.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- You provided your name and email address to receive a free pdf downloadable document or to join a free online session.
- You provided your name, email address, phone number, home address when making a or to be able to make a booking for a consultation whether online on via the telephone.
- We communicate via WhatsApp, Telegram, Facebook Messenger

We also receive personal information indirectly, from the following sources in the following scenarios:

- When you use our online booking system 10to8, so that we may proceed with a consultation.
- When you give us feedback via online survey services, where we collect information to improve our services and special offers.

We use the information that you have given us in order to

- Proceed with a consultation that you have booked so that we may contact you and carry out the agreed consultation.
- To improve our services and special offers though feedback services.

We may share this information with relevant authorities if we feel there is a safeguarding issue.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- Your consent. You are able to remove your consent at any time. You can do this by contacting **info@downsizingdiva.org**
- We have a contractual obligation.
- We have a legal obligation.
- We have a legitimate interest.

How we store your personal information

Your information is securely stored on hand written paper notes, WhatsApp, Messenger, email communications and any other method you have chosen to use to communicate with us. Any organising plan that is word processed for your use only has your initials and no other personal information

We keep your name, address and contact for a maximum of one year after our last communication. We will then dispose your information by burning your hand written notes and deleting you emails, email address and any other online communication you decided to use to communicate with us.

Your data protection 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. If you make a request, we have one month to respond to you.

Please contact us at info@downsizingdiva.org or phoning us on 07388 909 790 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@downsizingdiva.org or phoning us on 07388 909 790.

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>