

## Privacy Policy

A New Dawn Organising is committed to ensuring that your privacy is protected.  
This policy is effective from 29.09.2026.

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### Website privacy policy

This privacy policy sets out how A New Dawn Organising uses and protects any information that you give A New Dawn Organising when you use this website.

A New Dawn Organising is the controller responsible for the personal information described in this notice. You can contact me about this notice or the use of your personal information by telephone or email using the details below.

Contact details:

- Phone: 07951 302018
- Email: anewdawnorganising@gmail.com

A New Dawn Organising is committed to ensuring that your privacy is protected. Should I ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

A New Dawn Organising may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

### What I collect

I may collect the following information:

- your name and contact details
- your address
- details of services you have enquired about, booked or received
- appointment and booking information
- correspondence between you and A New Dawn Organising
- invoices and payment records
- signed terms & conditions and other records relating to the services I provide.

### Use of Photos

Photos of spaces (before/after) will only ever be taken or used with your clear, written consent. This will always be agreed explicitly before any photos are taken.

Depending on the work you ask me to undertake, I may also handle other information needed to provide that service. This may include personal, household, financial or other confidential information contained in paperwork or digital records.

I will only retain information where it is reasonably necessary to provide the agreed service or to run my business.

### What happens to the information I come across while working with you

Paperwork and digital organising can involve working with personal, confidential or sensitive information belonging to you or other people. This could include correspondence, financial information, photographs, health information, legal documents, emails or other digital information.

Much of this information will simply be viewed or handled while working with you and will not be copied or retained A New Dawn Organising.

Where a particular piece of work requires me to create or retain information, such as a working document or record, I will only retain information that is reasonably necessary for the work you have asked me to undertake and always with your knowledge and permission.

All information and documentation encountered while working with you will be treated as confidential.

### Why I use your personal information

I may use your personal information to:

- respond to enquiries and arrange appointments
- administer bookings and payments
- provide the services you have asked me to provide
- communicate with you about those services
- carry out agreed work on your behalf
- maintain appropriate business and financial records
- comply with legal or regulatory requirements.

### **Lawful basis for using your information**

Where personal information is necessary to arrange or provide services to you, my lawful basis for using that information will normally be contract. This includes taking steps at your request before entering into a contract and carrying out my contract with you.

Where I am required to retain or use information to comply with a legal obligation, my lawful basis is legal obligation.

### **Where I get personal information from**

Most personal information is provided directly by you.

I may also receive information from another person where you have authorised them to contact me or make arrangements on your behalf.

During organising work, I may also encounter information contained within paperwork, correspondence, digital files or accounts that you have asked me to help you organise.

### **Internal record keeping**

I may use the information to improve our products and services.

I may periodically send information about future services and offers using the email address which you have provided and only with your consent.

### **Security**

I am committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, I have put in place suitable physical and electronic procedures to safeguard and secure the information I collect online.

### **How long I keep information**

I keep personal information only for as long as it is necessary for the purpose for which it was collected and for any applicable legal, accounting or business record-keeping requirement. The retention period depends on the type of record, the service provided and any legal requirement that applies. When information is no longer required, I will delete it securely or anonymise it so that it no longer identifies anyone.

Different types of information may therefore be kept for different periods. Information needed for financial, tax or other legal record-keeping purposes will be retained for the period required by law.

Client records and information relating to work undertaken will be reviewed periodically and deleted when there is no longer a reasonable business or legal need to retain them.

Information or working documents created or retained for a particular piece of client work will be reviewed when that work is completed and deleted when they are no longer reasonably required.

### **Your data protection rights**

Under data protection law, you may have rights including:

- Your right of access – you can ask for copies of your personal information
- Your right to rectification – you can ask me to correct personal information you believe is inaccurate or incomplete
- Your right to erasure – you can ask me to delete your personal information in certain circumstances
- Your right to restriction of processing – you can ask me to restrict how your personal information is used in certain circumstances
- Your right to object to processing – you may have the right to object to the use of your personal information in certain circumstances
- Your right to data portability – in certain circumstances, you can ask for information you have provided to be transferred to you or another organisation

If you make a request, I will respond without undue delay and normally within one month.

To make a data protection rights request, please contact me using the contact details at the beginning of this notice.

### **How to complain**

If you have concerns about how A New Dawn Organising uses your personal information, please contact me in the first instance using the details above.

If you remain unhappy with how your information has been used, you can also complain to the Information Commissioner's Office (ICO):

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Telephone: 0303 123 1113