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PRIVACY POLICY

This policy explains how and why Moneypenny Home collects your personal data, how it is used, stored and where appropriate shared in addition to your rights in relation to your personal data.

**Introduction**

Moneypenny Home is owned by Lucy Wheeler who is a sole trader operating as Moneypenny Home. The trust and confidence of my clients and website visitors is of the utmost importance and I take your privacy very seriously, ensuring that I only use your data as set out in this policy. I will not sell or share information about you with third parties and will always safeguard your confidentiality.

If you have any questions about this GDPR and Privacy Policy you can contact me at [lucy@moneypennyhome.co.uk](mailto:lucy@moneypennyhome.co.uk)

**Terms**

For the purposes of this policy, the word ‘client’ refers to anyone who has made contact with Moneypenny Home, whether as a visitor to the website, or as a prospective, current or past client.

**Types of data I collect**

The personal data that I collect and store about you includes:

* your name
* your telephone number(s)
* your email address(es)
* your postal address(es)
* information provided by third parties (i.e retirement developers, family members)
* alternative contacts/next of kin (when provided by you)

Sensitive data – I might request sensitive personal information relating to any physical or mental health conditions, but will always explain why I am requesting it and will only collect the information with your explicit consent.

Children – I do not knowingly collect personal data relating to children under the age of 16.

Photographs – you will always be asked for your consent to any photographs being taken in support of the work undertaken on your behalf. Any photographs taken to show ‘before’ and/or ‘after’ images will only be retained by Moneypenny Home for use on my website/social media platforms with your consent. In this case I would also ensure that the images did not contain any detail which would identify you or your property.

I collect this data via email, my website (contact form), telephone conversations or during a face-to face consultation. I also receive data about you from companies I work on behalf of, providing support services to their clients.

Processing of this data is undertaken in order to supply clients with the services they or their agents have purchased and to keep accurate records of such transactions. This processing is a lawful element of delivery in relation to the contract between Moneypenny Home and the client. I would advise you if I proposed to make any changes to the way in which your data was to be used, requesting your consent.

**With whom your information might be shared**

The following list details to whom I may disclose your personal data:

* persons you have agreed I can contact to discuss delivery of the support service being provided
* any person you have advised me is an alternative contact or agent for you
* my administration and technology support providers
* any organisation I am representing in order to provide support services to a client
* any agency or person in order to comply with the law or to protect the health and safety of an individual

**Data retention and security**

The GDPR requires personal data to be held for a reasonable amount of time and I will only retain your data for as long as is necessary to fulfil the original purpose I collected it for. This may also include satisfying any timescales appropriate to accounting or legal requirements.

Moneypenny Home uses all reasonable organisational, technical and administrative measures to protect your personal information. I only allow those who have a business need to have access to your data and they will only process your data in line with agreed procedures and maintaining data confidentiality.

I have procedures in place to manage any suspected breach in data security and will notify you and any applicable regulator of any such suspected data breach where I am legally required to do so.

**Access to your personal information**

Under GDPR, you have the right to view, amend or delete the personal information that I hold about you. To request any changes please email me at [lucy@moneypennyhome.co.uk](mailto:lucy@moneypennyhome.co.uk) or send your request in writing to Moneypenny Home, 15 Russell Terrace, Leamington Spa, CV31 1EZ.

It is important that the personal information I hold is accurate and up to date – please keep me informed if your personal data changes.

**Changes to this Privacy notice**

This Privacy Policy was last revised on 12.02.2022. Any future updated versions of this policy will be communicated via my website: [www.Moneypenny Home.co.uk](http://www.moneypenny.co.uk)