

Last updated: March 2026

At **Home Ergonomics**, we are committed to protecting your privacy and handling your personal information with care, respect, and transparency. This Privacy Policy explains what data we collect, how we use it, and the rights you have under the UK General Data Protection Regulation (UK GDPR).

By using our website or engaging with our services, you agree to the practices described in this policy.

1. Who We Are

Home Ergonomics

Registered at 34 Manor Lane, Charfield, GL12 8TA

Email: info@homerg.co.uk

Vicky Edmundson is the **data controller**, meaning I determine how and why your personal data is processed.

2. What Personal Data We Collect

We may collect and process the following categories of personal information:

Information you provide directly

- Name, email address, phone number
- Details submitted through enquiry forms
- Information shared during consultations (e.g., household needs, lifestyle preferences, project requirements)
- Notes relating to your home layout, storage needs, or organisational goals
- Any other information you choose to share with us

Information collected automatically

- IP address
- Browser type and device information
- Website usage data (via cookies or analytics tools)

Information from third parties

- Referrals from partner businesses (e.g., estate agents, interior designers)
 - Social media interactions if you contact us through those platforms
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3. How We Use Your Personal Data

We use your information to:

- Respond to enquiries and provide our bespoke home-organisation services
- Arrange consultations, manage bookings, and maintain communication
- Understand your needs and tailor our services to your home and lifestyle
- Improve our website, services, and client experience
- Maintain internal records and project notes
- Send updates or information you have opted in to receive
- Comply with legal or regulatory obligations

We only process your data when we have a lawful basis, such as:

- **Your consent**
 - **Contractual necessity** (e.g., preparing or delivering a service)
 - **Legitimate interests** (e.g., improving our services)
 - **Legal obligations**
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4. Sharing Your Data

We do **not** sell your personal data.

We may share your information with trusted third-party providers who support our business operations, such as:

- Email and website hosting providers
- Secure cloud storage services
- Analytics tools
- Payment processors (if applicable)

These providers only process your data on our instructions and must keep it secure.

We may also share data if required by law or to protect our legal rights.

5. How Long We Keep Your Data

We retain personal information only for as long as necessary to:

- Deliver our services
- Maintain accurate business records
- Comply with legal obligations

Project notes and client communication may be kept for up to **6 years**, unless you request deletion sooner (where legally permissible).

6. How We Protect Your Data

We take data security seriously and use appropriate technical and organisational measures to protect your information, including:

- Secure password-protected systems
- Encrypted storage solutions
- Restricted access to client information
- Regular reviews of data-handling practices

7. Your Rights Under UK GDPR

You have the right to:

- **Access** the personal data we hold about you
- **Request correction** of inaccurate information
- **Request deletion** of your data (where applicable)
- **Object** to or restrict certain types of processing
- **Withdraw consent** at any time
- **Request data portability**

To exercise any of these rights, please contact us at the email above.

If you have concerns about how we handle your data, you can also contact the **Information Commissioner's Office (ICO)**.

8. Cookies

Our website may use cookies to enhance your browsing experience. Cookies help us understand how visitors use our site so we can improve it.

You can adjust your cookie settings in your browser at any time.

9. Links to Other Websites

Our website may contain links to external sites. We are not responsible for the privacy practices or content of those websites.

10. Changes to This Privacy Policy

We may update this policy occasionally to reflect changes in our services or legal requirements. Any updates will be posted on this page.