



Privacy & Cookies Policy

Who we are

All in Order provides home organising services. This privacy policy explains how we collect, use and protect your personal information.

If you have any questions about this policy or how your information is used, please contact:

Email: hello@allinorder.net

Telephone: 07907 347151

What information we collect

When you contact us or use our services, we may collect the following information:

- Your name
- Contact details (such as email address and telephone number)
- Your address (if we are working in your home)
- Information relating to the organising services you request
- Notes from consultations or sessions
- Payment information for invoices or bank transfers
- Emails or messages you send to us

If relevant to the service you request, you may choose to share additional information about your household, lifestyle, family circumstances, health, care needs or preferences so we can tailor our service to your needs. We only collect information that is necessary to provide our services and treat all personal information with appropriate care and confidentiality.

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In some cases, photographs may be taken during organising sessions to help plan the space, track progress, or support the delivery of our services. These images are stored securely and are not shared without permission.

How we use your information

We use your personal information to:

- Respond to enquiries
- Arrange and deliver organising sessions
- Manage bookings and client records
- Send invoices and process payments
- Communicate with you about your project
- Improve our services
- Meet legal and accounting requirements



Privacy & Cookies Policy

We will only use your information where it is necessary to provide our services or where we have a legal obligation to do so.

From time to time, we may ask permission to use before-and-after photographs for marketing purposes (for example on our website or social media). These images will only be used with your explicit consent.

Our lawful basis for processing data

Under UK data protection law, the lawful bases we rely on are:

Contract – to provide the services you request and manage our agreement with you.

Legitimate interests – to respond to enquiries, communicate with potential clients, maintain client records, and improve our services where these interests are not overridden by your rights and freedoms.

Legal obligation – to keep financial records and meet our legal and accounting responsibilities.

Consent – where you choose to receive marketing communications or where we ask your permission to use photographs for promotional purposes.

You can withdraw your consent at any time.

How long we keep your information

We retain personal information only for as long as necessary.

Typically we keep:

- Client records and correspondence for **up to 6 years after our last service**, in line with legal and accounting requirements.
- Financial records for **6 years**, as required by HMRC.
- Enquiries that do not become bookings for **up to 24 months**.

After this period, information is securely deleted.

Sharing your information

We do not sell or share your personal information for marketing purposes.

Your information may be shared with trusted service providers where necessary, for example:

- Payment providers or accountants
- Website or email service providers

We will only share information when necessary and ensure it is handled securely.

How we keep your information secure

We take appropriate steps to protect your personal information from unauthorised access, loss, misuse or disclosure. Information may be stored electronically on password-protected devices and accounts and, where held in paper format, kept securely and only accessible to those who need it.



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Website cookies and analytics

Our website may use cookies to help it function properly and to understand how visitors use the site.

We may use analytics tools such as Google Analytics to collect anonymous information about website visits (for example, the number of visitors and which pages are viewed).

You can choose whether to accept non-essential cookies through the cookie banner displayed when you first visit the site.

Your data protection rights

Under UK data protection law you have rights including:

- The right to access the personal information we hold about you
- The right to request correction of inaccurate information
- The right to request deletion of your data in certain circumstances
- The right to restrict or object to how your data is used
- The right to withdraw consent where processing is based on consent
- The right to data portability

To exercise any of these rights, please contact us using the details above.

How to complain

If you have any concerns about how we use your personal information, please contact us first so we can try to resolve the issue.

You also have the right to complain to the Information Commissioner's Office if you are unhappy with how your data has been handled.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

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