

Privacy Policy

Updated April 2026

1. Introduction

At Lua Maria Professional Organiser, I am committed to protecting and respecting your privacy. This notice outlines how I collect, use, and safeguard your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Contact Information

If you have any questions about this privacy notice or my data practices, please contact:

- **Name:** Lua Maria Crespo Anastacio
- **Business Name:** Lua Maria Professional Organiser
- **Address:** Gowlett Road, London, SE15 4HX
- **Phone:** 07366 464 164
- **Email:** hello@luamariapo.com

3. Information I Collect

I collect and process the following personal data:

- Full name
- Home address
- Phone number
- Email address
- Names of all individuals residing in the household
- Information about any disabilities or health issues relevant to our sessions
- Consent for photographs of your space and belongings
- Notes made during initial conversations and sessions, which may include personal preferences, organisational challenges, and other relevant details

This information is collected through my client proposal form (hosted at proposal.luamariapo.com) and during our communications via email, text, voicemail, Instagram, Facebook Messenger, WhatsApp, or other channels.

Your personal information is stored behind password-secured networks and is only accessible by Lua Maria Crespo Anastacio.

4. Third Party Data Processors

In operating my client proposal form, I use the following third party services that may process your personal data on my behalf. These providers act as data processors under the UK GDPR and are contractually required to handle your data securely and only as instructed by me.

- **Formspree (formsfree.io):** I use Formspree to receive and process form submissions from my client proposal. When you submit the proposal form, your data is transmitted through Formspree's servers. Formspree is a US-based service. Where data is transferred outside the UK, appropriate safeguards are in place in accordance with UK GDPR requirements. For more information, see Formspree's Privacy Policy at formsfree.io/legal/privacy-policy.
- **Netlify (netlify.com):** My client proposal form is hosted on Netlify's infrastructure. Netlify may process limited technical data (such as IP addresses and access logs) as part of hosting the form. For more information, see Netlify's Privacy Policy at netlify.com/privacy.

5. Purpose and Legal Basis for Processing

Under the UK GDPR, I must have a valid legal reason — known as a 'lawful basis' — to process your personal information. Depending on the nature of our interaction, I rely on one or more of the following lawful bases:

- **Contractual Necessity:** Processing your personal data is necessary to fulfil the contract we have entered into, such as providing professional organising services.
- **Legitimate Interests:** I may process your data to pursue legitimate interests, such as improving my services or ensuring safety during sessions. This is done only when these interests are not overridden by your rights and freedoms.
- **Consent:** I will ask for your explicit consent to process specific types of data, such as health information or photographs for promotional purposes. You have the right to withdraw your consent at any time.

For more information on lawful bases, visit the ICO guidance at ico.org.uk/for-organisations/guide-to-data-protection/lawful-basis.

6. International Data Transfers

Formspree, one of my data processors, is based in the United States. Where your personal data is transferred outside the UK, I ensure that appropriate safeguards are in place in accordance with UK GDPR, including reliance on standard contractual clauses or equivalent mechanisms recognised by the UK Information Commissioner's Office (ICO).

7. Data Sharing

I do not share your personal data with third parties, except as required by law, with your explicit consent, or as necessary to operate my services (as described in Section 4 above). For safety reasons, I may share session details — such as location and timing — with my partner. This information will not be shared further unless necessary for safety purposes.

8. Data Retention

I retain your personal data for as long as necessary to fulfil the purposes for which it was collected, including satisfying any legal, accounting, or reporting requirements.

9. Your Rights

Under data protection laws, you have the following rights:

- **Access:** You can request copies of your personal data.
- **Rectification:** You can request correction of inaccurate or incomplete data.
- **Erasure:** You can request deletion of your personal data.
- **Restriction:** You can request restriction of processing your data.
- **Objection:** You can object to processing of your data.
- **Data Portability:** You can request transfer of your data to another organisation.
- **Withdraw Consent:** You can withdraw consent at any time, where applicable.

To exercise any of these rights, please contact me using the details provided in Section 2.

10. Complaints

If you have concerns about my use of your personal data, you can contact me directly at hello@luamariapo.com or 07366 464 164.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

- **Address:** Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- **Phone:** 0303 123 1113
- **Website:** ico.org.uk/make-a-complaint

11. Changes to This Privacy Notice

I may update this privacy notice from time to time to reflect changes in my practices or legal requirements. Any changes will be posted on my website and, where appropriate, notified to you by email. The date at the top of this document indicates when it was last updated.