

## Terms and Conditions

**Confidentiality and Privacy:** Change Your Space is registered with the Information Commission therefore adhere to data protection regulations to protect your personal information. Our Privacy Policy is:

- Your name and address are stored in Google Calendar. Password protected. No disposal.
- Emails are held on Microsoft Outlook. Password protected. Deleted 2 years from last session.
- Invoices and your address are held in Microsoft Excel. Deleted 2 years from last session.
- Photographs may only be taken with your express permission on this form. These are stored with a secure password known only to the Director of Change Your Space. These will be shared:
  - with the referral or funding agency as evidence of progress with only your initials for their reference. Change Your Space will delete its copies 3 years from last session.
  - anonymised and used for training purposes. Disposal can be requested.
- These Terms and Conditions forms are kept in a locked office. Disposal 2 years from last session.
- No information is shared by Change Your Space with any third party. The only exception is progress updates to a referral / funding agency mentioned above.

**Payment and Cancellations:** Full fee payment is required to confirm the session in the diary one week ahead of the appointment. If you are a client referred from an agency, there may be no fee to pay.

Both Change Your Space and the householder have the right to postpone due to unforeseen and emergency circumstances and an alternative date can be arranged. Please give us 24 hours' notice if you need to cancel. If we arrive for a session without having a cancellation notice, we reserve the right to cancel further sessions.

**Removal of items:** Removal of items will only take place with your authorisation. We supply bags and can remove some items for charity with your permission at the end of a work session. It is your responsibility to dispose of waste due to the UK waste disposal laws. Change Your Space can offer to take some confidential paper waste for disposal at Devon Contract Waste with prior arrangement.

**Safety:** It is your responsibility to inform us if there are any known structural issues, infestations, dangerous animals, or other hazards within the building that would make working in the space potentially unsafe. We will not access lofts without a secure loft ladder. We have the right to cease work in spaces deemed as too risky and reserve the right to charge for the time and expenses incurred. We reserve the right to cease working if the householder is actively smoking on the same floor.

**Handling goods:** Change Your Space carries full public liability and professional indemnity insurance. You should carry sufficient content insurance for handling belongings.

**Best Advice:** Advice is given in good faith and it is your decision to accept guidance.

I agree to these Terms and Conditions.

I agree to photographs being taken.

Print name:.....

Signed.....