

# Privacy Policy

The Household Documents Workshop – [householddocuments.com](https://householddocuments.com)

This privacy policy tells you what to expect us to do with your personal information.

## What information we collect, use, and why

When you subscribe to our site to receive free or paid products, including online courses, eBooks, downloads, and webinars, we collect the personal information you give us such as your name and email address. Additionally, we collect device-specific information such as your operating system version and device type to enhance your app experience.

Email marketing: we may send you emails about our site, related services, products or other updates. We may also use your email to inform you about new products, services, changes to products, survey you about your usage, or seek your opinion.

Payment details: All our payments are processed by Thinkific Payments and Stripe. We do not store or have access to your full payment card details.

We collect or use the following information:

Use	Information We Collect	
To <b>Provide services and goods, including delivery</b>	<ul style="list-style-type: none"><li>• Name and contact details</li><li>• Addresses</li><li>• Purchase or account history</li></ul>	<ul style="list-style-type: none"><li>• Payment details</li><li>• Account information</li><li>• Website user information (including user journeys and cookie tracking)</li></ul>
For <b>the operation of customer accounts and guarantees</b>	<ul style="list-style-type: none"><li>• Names and contact details</li><li>• Addresses</li><li>• Purchase history</li></ul>	<ul style="list-style-type: none"><li>• Account information, including registration details</li><li>• Information used for security purposes</li></ul>
To <b>prevent, detect, or investigate fraud and misuse</b> of our products and services	<ul style="list-style-type: none"><li>• Names and contact information</li><li>• Customer or client accounts and records</li></ul>	<ul style="list-style-type: none"><li>• Financial transaction information</li></ul>
For <b>service updates or marketing purposes:</b>	<ul style="list-style-type: none"><li>• Names and contact details</li><li>• Addresses</li><li>• Marketing preferences</li></ul>	<ul style="list-style-type: none"><li>• Purchase or viewing history</li><li>• Website and app user journey information</li><li>• Records of consent, where appropriate</li></ul>
To <b>comply with legal requirements</b>	<ul style="list-style-type: none"><li>• Name</li><li>• Contact information</li><li>• Financial transaction information</li></ul>	<ul style="list-style-type: none"><li>• Any other provided personal information required to comply with legal obligations.</li></ul>
For <b>dealing with queries, complaints or claims</b>	<ul style="list-style-type: none"><li>• Names and contact details</li><li>• Addresses</li><li>• Payment details</li></ul>	<ul style="list-style-type: none"><li>• Account information</li><li>• Purchase or service history</li><li>• Customer or client accounts and records</li></ul>

## Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about [lawful bases](#) on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access](#).
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification](#).
- **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure](#).
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing](#).
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing](#).
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organization, or to you. [Read more about the right to data portability](#).
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent](#).

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details in this privacy policy.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using your personal information fall into one or more of the following lawful bases:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract** – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- **Legal obligation** – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- **Legitimate interests** – we’re collecting or using your information because it benefits you, our organization or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability.

A summary of how we apply these lawful bases according to use is as follows:

Use	Lawful bases for collecting or using personal information
To provide services and goods	<ul style="list-style-type: none"><li>• <b>Contract</b></li><li>• <b>Legal obligation</b></li><li>• <b>Legitimate interests</b> – Our legitimate interests are:<ul style="list-style-type: none"><li>○ Maintaining the security and integrity of our services</li><li>○ Analyzing usage to improve service quality</li></ul></li></ul>
For the operation of customer accounts and guarantees	<ul style="list-style-type: none"><li>• <b>Contract</b></li><li>• <b>Legitimate interests</b> – Our legitimate interests are:<ul style="list-style-type: none"><li>○ Preventing misuse of accounts (e.g., account sharing, fraudulent claims).</li><li>○ Resolving disputes or handling complaints efficiently.</li><li>○ Maintaining the security and integrity of our services.</li></ul></li></ul>

To prevent, detect, or investigate fraud and misuse	<ul style="list-style-type: none"><li>• <b>Legal obligation</b></li><li>• <b>Legitimate interests</b> – Our legitimate interests are:<ul style="list-style-type: none"><li>○ We may process personal information to prevent fraud, maintain the security of our services, and comply with legal obligations.</li><li>○ Where necessary, we may share information with payment providers or law enforcement authorities if required by law.</li><li>○ Preventing or detecting fraud (stolen cards, misuse of accounts).</li><li>○ Investigating suspicious account activity.</li><li>○ Ensuring security of our service against misuse or abuse.</li></ul></li></ul>
For service updates or marketing purposes	<ul style="list-style-type: none"><li>• <b>Consent</b></li><li>• <b>Contract</b></li><li>• <b>Legitimate interests</b> – Our legitimate interests are:<ul style="list-style-type: none"><li>○ Sending non-intrusive service-related updates (e.g., system maintenance notices or essential account changes) that are part of running our service.</li></ul></li></ul>
For legal requirements	<ul style="list-style-type: none"><li>• <b>Legal obligation</b></li></ul>
For dealing with queries, complaints or claims	<ul style="list-style-type: none"><li>• <b>Contract</b></li><li>• <b>Legal obligation</b></li><li>• <b>Legitimate interests</b> – Our legitimate interests are:<ul style="list-style-type: none"><li>○ Investigating misuse of accounts or fraudulent claims.</li><li>○ Improving the service based on recurring complaints</li><li>○ Protecting the service from unfounded claims.</li></ul></li></ul>

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details in this policy.

## Where we get personal information from

We get personal information directly from you.

## How we get your consent

When you provide us with personal information to subscribe to a service on our site, make a purchase, or participate in or consume a digital product, you imply that you consent to our collecting it and using it for that specific reason only.

If we ask for your personal information for a secondary reason, like marketing, we will either ask you directly for your expressed consent or provide you with an opportunity to unsubscribe if consent is implied.

## How you can withdraw your consent

If after you opt-in, you change your mind, you may withdraw your consent at any time, by contacting us at [connect@householddocuments.com](mailto:connect@householddocuments.com).

## How long we keep information

We will only keep your personal information for as long as is necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

In practice, this means:

- **Account information (name, email, login details):** kept while you have an active account with us. If you close your account, we will delete or anonymize your data within 12 months, unless we need to keep it longer for legal reasons.
- **Course records (progress, certificates):** kept while you have an active account with us so you can access your records. If you close your account, we will delete or anonymize your data within 12 months, unless you ask us to delete them sooner.
- **Payment and transaction information:** kept for 6 years after the end of the financial year in which the transaction took place, to comply with HMRC tax and accounting rules.
- **Marketing preferences (consent/opt-out records):** kept until you withdraw your consent, and for up to 6 years afterwards to demonstrate compliance.
- **Queries, complaints and claims:** kept for up to 6 years after resolution, in line with limitation periods under UK law.

When we no longer need your information, we will securely delete or anonymize it.

## Who we share information with

### Data Processors

#### Thinkific Labs Inc. (Canada)

Our services and site are hosted by Thinkific Labs Inc. This processor does the following activities for us:

- Provide us with an online course creation platform allowing us to sell and deliver our products and services to you.
- Provides payment gateway services so we can sell our products and services to you
- Stores account information, progress, and course access.
- Provides us with email and social network marketing tools to communicate and engage with you.
- Stores and analyzes usage analytics data.
- Stores the personal information we get from you
- Stores and processes payment details to complete purchases of our products and services.
- Processes student data to protect our services from unauthorized use and access.

By accessing and using our products and services, your personal data will be processed by Thinkific Labs Inc., according to their [Privacy Policy](#) and [Data Processing Addendum](#).

We do not sell or rent your personal data.

## Sharing information outside the UK

Where necessary, we will transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place.

For further information or to obtain a copy of the appropriate safeguard for any of the transfers below, please contact us using the contact information provided above.

#### Organization name: Thinkific Labs Inc.

**Category of recipient:** Online learning platform service provider

**Country the personal information is sent to:** Canada

**How the transfer complies with UK data protection law:** The country or sector has been assessed as providing adequate protection to data subjects (also known as Adequacy Regulations or UK data bridge).

Where necessary, our data processors may share personal information outside of the UK. When doing so, they comply with the UK GDPR, making sure appropriate safeguards are in place.

For more information on how Thinkific Labs Inc. may transfer data to other countries, see the Thinkific Labs Inc. [Privacy Policy](#) and [Data Processing Addendum](#).

## Disclosure

We may disclose your personal information if we are required by law, such as in response to a court order or an investigation.

## Payment

If you make a purchase on our site, we use the third-party payment processors provided via Thinkific Labs Inc. such as Stripe.

For more information on how Thinkific Labs Inc. processes payments, see the Thinkific Labs Inc. [Privacy Policy](#) and [Data Processing Addendum](#).

## Third-Party Services

In general, the third-party providers and data processors used by us will only collect, use and disclose your information to the extent necessary to allow them to perform the services they provide to us.

For these providers, we recommend that you read their privacy policies so you can understand the manner in which your personal information will be handled by these providers.

Once you leave our website or are redirected to a third-party website or application, you are no longer governed by this Privacy Policy or our website's Terms of Service.

## Links

When you click on links on our site, they may direct you away from our site. We are not responsible for the privacy practices of other sites and encourage you to read their privacy statements.

## Cookies

Information about how we use cookies is available in our [Cookie Notice](#).

## Web analysis tools

We may use web analysis tools that are built into our online learning platform service provider to measure and collect anonymous session information.

## Children's Privacy

Our services are intended for adults. We do not knowingly collect personal information for individuals under 16 years old.

## Age of consent

By using this site, you represent that you are at least the age of majority in your state or province of residence.

## Changes to this Privacy Policy

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes

to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If our site or course is acquired or merged with another company, your information may be transferred to the new owners so that we may continue to sell products to you.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details in this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

Website: <https://www.ico.org.uk/make-a-complaint>

## Contact Information

**Email:** [connect@householddocuments.com](mailto:connect@householddocuments.com)

## Last Updated

October 1, 2025