

Privacy Policy, Cookie Policy & Terms of Use

Reddo Academy (UK)

1. Introduction

Reddo Academy (“we”, “us”, “our”) is committed to protecting and respecting your privacy. This page outlines how we collect, use, and safeguard your personal data when you visit our website.

We operate in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

2. Who We Are

Reddo Academy is part of:

Reddo Care and Support CIC

Grangewood House
43 Oakwood Hill Industrial Estate
Loughton
IG10 3TZ
United Kingdom

0208 508 7315

academy@reddocares.org.uk

3. Information We Collect

We may collect and process the following types of personal data:

- **Identity Data:** Name, title
- **Contact Data:** Email address, phone number
- **Technical Data:** IP address, browser type, device information
- **Usage Data:** Information about how you use our website
- **Marketing Preferences:** Your communication preferences

4. How We Use Your Information

We use your personal data to:

- Respond to enquiries and provide information about our services
- Deliver training and educational services
- Improve website functionality and user experience

- Send communications where you have provided consent
- Comply with legal and regulatory obligations

5. Legal Basis for Processing

We process personal data under the following lawful bases:

- **Consent** – where you have given clear permission
- **Contract** – where processing is necessary to deliver services
- **Legal Obligation** – where required by law
- **Legitimate Interests** – for business improvement and service delivery

6. Data Sharing

We do not sell your personal data. We may share your data with:

- IT and website service providers
- Training and learning platform providers
- Legal or regulatory authorities when required

All third parties are required to respect the security of your personal data.

7. Data Retention

We retain personal data only for as long as necessary to fulfil the purposes it was collected for, including satisfying legal, accounting, or reporting requirements.

8. Your Rights

Under UK GDPR, you have the right to:

- Request access to your personal data
- Request correction of inaccurate data
- Request erasure of your data
- Object to processing
- Request restriction of processing
- Request data portability
- Withdraw consent at any time

To exercise your rights, contact us at: academy@reddocares.org.uk

9. Data Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or misuse.

Cookie Policy

10. What Are Cookies?

Cookies are small text files placed on your device when you visit a website. They help improve user experience and website functionality.

11. Types of Cookies We Use

- **Essential Cookies**
Required for the operation of the website
- **Performance & Analytics Cookies**
Help us understand how visitors use our website
- **Functionality Cookies**
Remember your preferences
- **Marketing Cookies**
Used only where you have given consent

12. Cookie Consent

When you first visit our website, you will be presented with a cookie banner allowing you to:

- Accept all cookies
- Reject non-essential cookies
- Manage your cookie preferences

You can change your preferences at any time via your browser settings.

Website Terms of Use

13. Use of This Website

By using this website, you agree to:

- Use it for lawful purposes only
- Not misuse or attempt to gain unauthorised access
- Not reproduce or distribute content without permission

14. Intellectual Property

All content on this website, including text, graphics, logos, and materials, is the property of Reddo Academy or its licensors and is protected by copyright laws.

15. Limitation of Liability

We make reasonable efforts to ensure information is accurate; however:

- We do not guarantee completeness or accuracy
- We are not liable for any loss arising from use of the website

16. External Links

Our website may contain links to third-party websites. We are not responsible for their content or privacy practices.

17. Governing Law

This policy and your use of the website are governed by the laws of England and Wales.

18. Changes to This Policy

We may update this page from time to time. Any changes will be posted here with an updated effective date.

19. Contact Us

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

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Grangewood House
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