

## Castle Education: Privacy Policy

At Castle Education, we are committed to protecting the privacy and confidentiality of the personal information and data entrusted to us by our clients, partners, educators, students, and visitors. This Privacy Policy outlines how we collect, use, store, and protect information in accordance with applicable data protection laws.

### 1. Collection of Personal Information:

- a. Castle Education collects personal information from individuals when they interact with our services, website, or team members.
- b. This information may include names, contact details, educational preferences, payment details, and any other data necessary for the provision of our educational services.

### 2. Use of Personal Information:

- a. Castle Education uses personal information to facilitate the delivery of our educational services, communicate with clients and stakeholders, process payments, and improve the overall user experience.
- b. Personal information may also be used for marketing and promotional purposes, provided that individuals have opted in to receive such communications.

### 3. Data Security and Storage:

- a. Castle Education employs industry-standard measures to protect personal information against unauthorised access, disclosure, alteration, or destruction.
- b. Personal data is stored securely in electronic databases and protected by encryption, firewalls, and access controls.

### 4. Disclosure of Personal Information:

- a. Castle Education may share personal information with trusted third parties, service providers, or business partners for the purpose of delivering our educational services.
- b. Personal information will only be disclosed to third parties in accordance with applicable laws and with the consent of the individuals concerned.

### 5. Cookies and Tracking Technologies:

- a. Castle Education's website may use cookies and similar tracking technologies to enhance user experience, analyse website usage, and personalise content.
- b. Users have the option to disable or manage cookies through their browser settings, but this may impact certain functionalities of the website.

### 6. Data Retention:

- a. Castle Education retains personal information only for as long as necessary to fulfil the purposes for which it was collected and to comply with legal obligations.
- b. When personal information is no longer required, appropriate measures will be taken to securely delete or anonymise the data.

### 7. Rights of Individuals:

- a. Individuals have the right to request access to, correction of, or deletion of their personal information held by Castle Education.
- b. Requests regarding personal data can be submitted to our Data Protection Officer using the contact information provided below.

### 8. Contact Information:

- a. If you have any questions, concerns, or requests regarding Castle Education's Privacy Policy or the handling of personal information, please contact:  
Name: [Data Protection Officer]  
Email: [email address]  
Phone: [phone number]

This Privacy Policy is subject to regular review and may be updated to reflect changes in data protection regulations, business practices, or user feedback. We encourage all stakeholders to

review this policy periodically to stay informed about how we protect your privacy and personal information.

Please do not hesitate to contact our team at [contact@castle-education.co.uk](mailto:contact@castle-education.co.uk) if you have any questions or require any further information.

Last Updated: Feb 2024

