



RLE Privacy Policy

Real Life Education Limited

Last updated: 04/06/2025

Next Review Date: 04/06/2026

At Real Life Education Limited ("RLE", "we", "us", "our"), we are committed to protecting your personal information and respecting your privacy. This Privacy Policy explains how we collect, use, and protect any personal data you provide when you visit our website or interact with our services.

1. Who We Are

Real Life Education Limited is a UK-based organisation providing education, therapeutic care, and wellbeing support services. Our mission is to help young people thrive by offering meaningful support and opportunities.

Our contact details:

Real Life Education Limited

Email: office@reallifeeducation.co.uk

Registered address: My trusted accountant, 6 Balfour Court, Leyland, Preston, PR25 2TF

We are the data controller for the personal data we collect.

2. What Data We Collect

We may collect the following information:

- Name and contact details (e.g. email, phone number)
 - Information submitted through our contact forms
 - Information relating to services or referrals
 - IP address and browser/device details (via cookies)
 - Any additional data you choose to share with us
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3. How We Collect Your Data

We collect data in the following ways:

- When you contact us via forms, email, or phone
- When you use or view our website via your browser's cookies

- Through referrals or service enquiries
 - When you consent to receiving updates or newsletters
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4. Why We Collect Your Data

We use your personal data to:

- Respond to your enquiries or service requests
 - Provide our services and support
 - Improve our website and services
 - Comply with legal or safeguarding responsibilities
 - Send you updates or information (with your consent)
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5. Legal Bases for Processing

We process your data under one or more of the following legal bases:

- Your **consent** (e.g. subscribing to updates)
 - To carry out a **contract** or service request
 - Our **legal obligations**, especially around safeguarding
 - Our **legitimate interests** (e.g. improving services, responding to queries)
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6. How We Store and Protect Your Data

We store personal data securely using password-protected systems and restricted access. Where physical records are used, these are stored in locked and secure locations.

Data is retained only as long as necessary (see our Data Retention Schedule for details) and securely deleted or destroyed when no longer required.

7. Sharing Your Data

We only share your personal information when necessary and only with:

- Relevant staff or professionals involved in delivering our services
- Legal, regulatory, or safeguarding authorities (if required)
- Third-party service providers (e.g. IT systems, email providers) under strict data protection agreements

We never sell your data.

8. Your Rights

You have the right to:

- Access your personal data (make a **Subject Access Request**)
- Correct or update your data
- Withdraw consent (where applicable)
- Request erasure (in certain circumstances)
- Object to or restrict certain types of processing

To exercise your rights, please contact our **Data Protection Lead** at office@reallifeeducation.co.uk

9. Cookies

Our website uses cookies to enhance your experience and collect basic visitor data (e.g. analytics). You will be given the option to accept or reject non-essential cookies when you first visit our site.

10. Changes to This Policy

We regularly review and may update this Privacy Policy. The latest version will always be available on our website with the date of the last update clearly stated.

11. How to Contact Us

If you have any questions about this policy or your data, contact:

Data Protection Lead – Kelly Walne

Email: office@reallifeeducation.co.uk

If you're unhappy with how we've handled your data, you can also contact the **Information Commissioner's Office (ICO)**:

<https://ico.org.uk> | 0303 123 1113