



RAPID LEARN

FAST, EFFECTIVE DIGITAL LEARNING

Privacy Policy for Rapid Learn Ltd

Effective Date: 18th July 2023

At Rapid Learn Ltd, we are committed to protecting and respecting your privacy. This Privacy Policy explains how we collect, use, and store your personal data in compliance with the UK General Data Protection Regulation (GDPR).

Who We Are

Rapid Learn Ltd is a UK-based company specializing in digital learning solutions and performance support tools. For data protection purposes, Rapid Learn Ltd is the "data controller" of your personal data.

Contact Information:

Rapid Learn Ltd
2ND Floor College House
17 King Edwards Road
Ruislip, London, HA4 7AE

support@rapid-learn.co.uk

07741 344 553

If you have any questions about this Privacy Policy or how we handle your data, please contact us using the details above.

What Data We Collect

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

- **Identity Data:** Name, job title, company name.
- **Contact Data:** Email address, phone number, postal address.
- **Business Data:** Details about your company and its needs, such as industry and project requirements.
- **Technical Data:** IP address, browser type, and version, time zone settings, and device information.
- **Usage Data:** Information on how you use our website and services.
- **Marketing Data:** Preferences for receiving communications and feedback from you.

How We Collect Your Data

We collect data:

- **Directly from you:** When you contact us, sign up for services, or submit forms on our website.
- **Automatically:** Through cookies and similar technologies when you interact with our website.
- **From third parties:** Such as analytics providers (e.g., Google Analytics) or publicly available sources.

How We Use Your Data

We will only use your personal data when the law allows us to. Common purposes include:

- Providing services and fulfilling contracts.
- Responding to inquiries and communicating with you.
- Sending marketing materials (with your consent).
- Analyzing website usage to improve our services.
- Ensuring compliance with legal and regulatory obligations.

Legal Basis for Processing

We process your data under the following legal bases:

- **Consent:** When you have given us clear consent for processing.
- **Contractual necessity:** To provide services you have requested.
- **Legal obligation:** To comply with applicable laws.
- **Legitimate interests:** For business purposes such as improving services or direct marketing (where appropriate).

Sharing Your Data

We do not sell or rent your personal data. However, we may share it with trusted third parties to facilitate our services, including:

- IT and website hosting providers.
- Analytics and marketing service providers.
- Legal, regulatory, or law enforcement authorities when required.

We ensure all third-party processors comply with GDPR requirements.

Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes for which it was collected, including legal, tax, or reporting obligations.

Your Rights

Under GDPR, you have the following rights regarding your personal data:

- **Access:** Request a copy of the data we hold about you.
- **Correction:** Request corrections to incomplete or inaccurate data.
- **Erasure:** Request deletion of your data (“right to be forgotten”).
- **Restriction:** Request to restrict how we process your data.
- **Data portability:** Request your data in a machine-readable format.
- **Objection:** Object to processing based on legitimate interests or for direct marketing.
- **Withdraw consent:** Withdraw your consent at any time.

To exercise your rights, please contact us at [Insert Business Email Address].

Data Security

We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, loss, or misuse.

Cookies

Our website uses cookies to enhance user experience and gather usage statistics. For detailed information, please see our [Cookie Policy](#).

Changes to This Policy

We may update this Privacy Policy periodically. The updated policy will be posted on this page, and significant changes will be communicated to you.

Complaints

If you are unhappy with how we handle your data, you have the right to lodge a complaint with the UK Information Commissioner’s Office (ICO):

Website: <https://ico.org.uk/>

Phone: 0303 123 1113

Thank you for trusting Rapid Learn Ltd with your personal data.