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# Website Privacy Policy

## 1. Introduction

Theorise Ltd is committed to protecting the privacy and security of visitors to our website and ensuring that personal information is handled fairly, lawfully and transparently.

This Privacy Policy explains:

- What information we collect through our website.
- How we use that information.
- The lawful basis for processing.
- Who information may be shared with.
- How long information is retained.
- Your rights under data protection legislation.

By using our website, you acknowledge the practices described within this Privacy Policy.

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## 2. Who We Are

Theorise Ltd is an educational support and recruitment organisation providing specialist support services to students in further and higher education throughout the United Kingdom.

Our registered office is:

**Theorise Ltd**  
Westpoint  
4 Redheughs Rigg  
Edinburgh  
EH12 9DQ

Telephone: 0131 589 2363

Website: [www.theoriseltd.com](http://www.theoriseltd.com)

For data protection enquiries please contact:

**Dany Brunton**

Director and Data Protection Lead

Email: [dany@theorise ltd.com](mailto:dany@theorise ltd.com)

ICO Registration Number: **ZA430867**

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**3. Information We Collect**

When you visit our website, we may collect certain information automatically or where you voluntarily provide it.

Information You Provide

When completing a contact form or otherwise contacting us through the website, we may collect:

- Name
- Email address
- Telephone number
- Organisation name (where applicable)
- Details contained within your enquiry
- Any other information voluntarily provided

You should avoid submitting sensitive personal information through website contact forms unless specifically requested.

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Information Collected Automatically

When visiting our website, certain information may be collected automatically, including:

- IP address
- Browser type and version
- Device information
- Operating system

- Date and time of access
- Pages visited
- Website usage information
- Referring website information

This information helps us understand how visitors use our website and improve website performance and security.

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#### **4. How We Use Your Information**

We may use information collected through our website to:

- Respond to enquiries.
- Provide information regarding our services.
- Communicate with individuals who contact us.
- Manage and improve our website.
- Monitor website usage and performance.
- Protect website security.
- Detect and prevent fraud or misuse.
- Comply with legal and regulatory obligations.

We will only use personal information where there is a lawful basis for doing so.

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#### **5. Lawful Basis for Processing**

The lawful bases relied upon may include:

Legitimate Interests

Processing necessary to operate, maintain and improve our website and respond to enquiries.

## Consent

Where information is voluntarily submitted through website forms or where consent is otherwise obtained.

## Legal Obligations

Where processing is required to comply with legal or regulatory requirements.

Where special category data is provided, we will ensure an appropriate lawful basis exists before processing takes place.

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## 6. Cookies and Analytics

Our website may use cookies and similar technologies to improve functionality, security and user experience.

Cookies may be used to:

- Enable essential website functions.
- Improve website performance.
- Understand how visitors use our website.
- Monitor website traffic and usage patterns.

You may control or disable cookies through your browser settings, although doing so may affect website functionality.

Further information regarding cookies can be found within our Cookie Policy.

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## 7. Sharing Information

Theorise Ltd does not sell personal information to third parties.

Where necessary, information may be shared with:

- Website hosting providers.
- IT support and software providers.
- Professional advisers.

- Regulatory authorities.
- Law enforcement agencies where required by law.
- Other organisations where legally permitted or required.

Information will only be shared where there is a legitimate reason for doing so and appropriate safeguards are in place.

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## 8. International Transfers

Theorise Ltd primarily stores and processes information within the United Kingdom.

Where personal information is transferred outside the United Kingdom, appropriate safeguards will be implemented in accordance with UK GDPR requirements.

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## 9. Data Security

Theorise Ltd takes appropriate technical and organisational measures to protect personal information against:

- Unauthorised access.
- Unauthorised disclosure.
- Loss or destruction.
- Alteration.
- Misuse.

While every reasonable effort is made to protect information, no internet transmission can be guaranteed to be completely secure.

Individuals should take appropriate precautions when submitting information online.

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## 10. How Long We Keep Information

Information collected through website enquiries will normally be retained for up to **2 years** from the date of the enquiry unless:

- An ongoing business relationship exists.

- Further communication is required.
- Legal or regulatory obligations apply.
- A longer retention period is necessary to protect legal rights or interests.

Website usage information may be retained for shorter or longer periods depending on operational and security requirements.

Further information is available within Theorise Ltd's Data Retention Policy.

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## 11. Your Rights

Under UK GDPR, you may have the right to:

- Be informed about how your information is used.
- Request access to your personal data.
- Request correction of inaccurate information.
- Request deletion of information in certain circumstances.
- Request restriction of processing.
- Object to certain processing activities.
- Request transfer of information in certain circumstances.
- Withdraw consent where consent is relied upon.

Not all rights apply in every situation and certain legal exemptions may apply.

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## 12. Exercising Your Rights

Requests relating to your personal information should be submitted to:

**Dany Brunton**

Director and Data Protection Lead

Email: [dany@theorise ltd.com](mailto:dany@theorise ltd.com)

Theorise Ltd will normally respond within one month of receipt of a valid request.

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### 13. Third-Party Websites

Our website may contain links to external websites.

Theorise Ltd is not responsible for the privacy practices, content or security of third-party websites.

Individuals should review the privacy policies of any external websites they visit.

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### 14. Complaints

If you have concerns regarding how your personal information has been handled, please contact:

**Dany Brunton**

Director and Data Protection Lead

Email: [dany@theorise ltd.com](mailto:dany@theorise ltd.com)

We will seek to resolve concerns promptly and fairly.

You also have the right to complain to the Information Commissioner's Office (ICO):

**Information Commissioner's Office**

Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113

Website: [www.ico.org.uk](http://www.ico.org.uk)

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### 15. Changes to this Privacy Policy

Theorise Ltd may update this Privacy Policy periodically to reflect changes in legislation, regulatory guidance, technology or business practices.

The latest version will always be available on our website.

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## 16. Policy Review

Item	Details
Document Owner	Dany Brunton
Approved By	Director
Version	Version 1.0
Last Reviewed	26/05/2026
Next Review Date	26/05/2027
Review Frequency	Annually

This Privacy Policy should be read alongside Theorise Ltd's Cookie Policy, Data Protection Policy and Data Retention Policy.