

Privacy Policy

1. Who We Are

Loxden Hall is a trading name of Raistand Education Limited.

Website: <https://loxdenhall.com>

Email: info@loxdenhall.com

Registered in England under company number 16477020

We are the data controller responsible for your personal data.

2. What Information We Collect

We may collect and process the following types of information:

a. Information You Provide to Us

- Contact Information – such as name, email address, phone number, and organisation details when you fill in forms or contact us directly.
- Account Information – if applicable, such as usernames and login credentials.
- Course or Service Enquiries – including interests, preferences, and feedback.
- Marketing Preferences – if you subscribe to newsletters or updates.

b. Information We Collect Automatically

- Technical Information – including your IP address, browser type, device type, and operating system.
- Usage Information – such as pages visited, time spent on the site, referring pages, and links clicked.

This data is collected through cookies and similar technologies. (See Section 8.)

3. How We Use Your Information

We process your personal data for the following purposes:

- To respond to your enquiries or contact requests.
- To provide and improve our services and Website.
- To process applications, bookings, or registrations.
- To send administrative emails and service updates.
- To personalise content and recommend resources or services.
- To send newsletters or marketing communications (only with your consent).
- To comply with legal obligations.

4. Lawful Bases for Processing

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

- Consent - where you have given clear consent for a specific purpose.
- Contract - where processing is necessary to fulfil a contract with you.
- Legal obligation - where we are legally required to process your data.
- Legitimate interests - where processing is necessary for our legitimate business interests and does not override your rights.

5. How We Share Your Information

We do **not** sell, rent, or trade your personal data.

We may share your data with:

- Service providers - e.g., website hosts, analytics providers, or email systems (under strict data protection agreements).
- Regulatory or legal authorities - where required by law.
- Professional advisors - such as legal, financial, or compliance consultants.

All third parties are obligated to handle your data securely and only for the purposes outlined.

6. Data Retention

We will retain your personal data only for as long as necessary to fulfil the purposes for which it was collected, including:

- For legal, regulatory, or reporting requirements.
- For handling enquiries or complaints.
- For maintaining records of consent (e.g., for marketing emails).

When data is no longer required, it will be securely deleted or anonymised.

7. Your Rights

Under the UK GDPR, you have the following rights:

- Right to access - request a copy of the personal data we hold about you.
- Right to rectification - request correction of inaccurate or incomplete data.
- Right to erasure - request deletion of your data in certain circumstances.
- Right to restrict processing - request limited use of your data.
- Right to data portability - request a copy of your data in a machine-readable format.
- Right to object - object to processing based on legitimate interests or direct marketing.
- Right to withdraw consent - where processing is based on consent.

To exercise any of your rights, please email us at info@loxdenhall.com.

8. Cookies and Analytics

Our Website may use cookies and similar technologies to:

- Analyse site usage and performance
- Improve functionality and user experience
- Remember preferences between visits

You will be notified about the use of cookies via a banner when you first visit the site. You can manage your preferences in your browser settings or through our cookie consent tool (if implemented). For detailed information, please refer to our separate Cookie Policy.

9. Data Security

We take appropriate technical and organisational measures to safeguard your personal data, including:

- Secure servers and encrypted data transfer
- Access controls and authentication procedures
- Staff training in data protection and privacy

Despite these precautions, no method of internet transmission is 100% secure, and we cannot guarantee absolute security.

10. International Transfers

We generally store and process your data within the UK. If data is transferred outside the UK or EEA, we will ensure appropriate safeguards are in place, such as standard contractual clauses or equivalent protections.

11. Third-Party Links

Our Website may contain links to third-party websites. We are not responsible for the content or privacy practices of such sites. You should read their privacy policies before submitting personal data.

12. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a revised "Effective Date." Continued use of the Website after changes constitutes acceptance of the updated policy.

13. Contact Us

If you have any questions or concerns about this Privacy Policy or how we handle your data, please contact us:

Email: info@loxdenhall.com

Address: St. Bedes Chambers, Albert Road, Jarrow, United Kingdom, NE32 5AD

If you are not satisfied with our response, you may also contact <https://ico.org.uk>.