

# RobocodeUK Privacy Policy

**Effective: 12 September 2025**

We are committed to protecting and respecting your personal information and privacy.

This Policy explains when and why RobocodeUK collects personal information about you. We may change this Policy from time to time. It is your responsibility to check our privacy policy on a regular basis. Your continued use of this website and /or our services constitutes your acceptance of this Policy and any amendments made to it.

Any questions regarding this Policy and privacy practices should be sent by email to [info@robocode.uk](mailto:info@robocode.uk).

## Who Are We?

“We”, “us” or “our” means RobocodeUK Ltd, with its principal place of business at:

RobocodeUK Ltd

26 Haslucks Green Road

Shirley, Solihull, B90 2EL

Email: [info@robocode.uk](mailto:info@robocode.uk)

## ABOUT THIS PRIVACY POLICY

Your privacy is important to us. This Privacy Policy explains how we collect, use, store, and protect your personal information when you use our website, services, classes, events, and other activities.

## How Do We Collect Information From You?

We obtain information about you when you use our website.

## What Type of Information Do We Collect?

We collect information you provide directly, including:

- **Contact details** (name, email, phone, address).
- **Payment details** (processed securely via third parties – we do not store card data).
- **Student details** (age, name, learning progress).
- **Marketing consents** (email/SMS preferences).

We also collect usage data via website analytics.

The personal information we collect includes your name, email address, address and telephone number when you register with us and our franchisees or submit an enquiry.

We may also obtain:

- cookie data which relates to your use of our website as to which see our separate cookie policy;
- data sent from your browser to our server which may include:

- the time, date and duration of your visit to our website;
- the site from which you have come (the referral URL);
- the pages visited on our website.

If you make a payment to us your payment details may be collected by our third-party payment processors, who specialize in the secure online capture and processing of such transactions and with whom we have a processing agreement requiring compliance with this Privacy Policy.

We may also collect information from you in connection with a service or product provided to you by us, third parties with whom we have entered into agreements to provide such services or products or which we are required to collect by law, for instance for money laundering checks, including personal information such as:

your date of birth;

financial or other identifiers including your bank account details and tax URN number when we take payments or make payments to you.

### **How is Your Information Used?**

We use your personal data to:

- Deliver classes, workshops, and camps.
- Process payments and maintain accounts.
- Send booking confirmations, invoices, and progress reports.
- Send marketing updates (with your consent).
- Improve our services via analytics and feedback.
- Fulfil legal, safeguarding, or regulatory obligations.

We may use your information:

- to carry out your, or our obligations arising from any contracts entered into by you, with us;
- to seek your comments on the services we have provided;
- to notify you of changes to our services;
- to send you communications which you have requested or that may be of interest to you;
- to process a job application;
- for administrative and business purposes;
- for advertising and analytical purposes;
- in connection with our legal rights and obligations;
- for certain additional purposes but only with your consent

We review our retention periods for personal information on a regular basis. We will hold your personal information on our systems only for so long as is necessary for the relevant activity, or as long as is set out in any relevant contract with you.

### **Who Has Access to Your Information?**

We will not sell or provide your information to third parties other than to information processors with whom we have entered into contracts which require the information processors to comply in all respects with the requirements of this Privacy Policy and all legal requirements relating to information privacy.

### **You Can Choose**

You have a choice about whether or not you wish to receive information from us. If you want to receive communications from us, then you should tick the relevant boxes on the form on which we collect your personal information.

### **Your Rights**

You have the right to:

- access your personal information and to be informed about its use by us and/or our Group;
- correct your personal information;
- have your personal information deleted;
- restrict the use of your personal information;
- object to the use of your personal information;
- complain to the Information Commissioner's Office;
- withdraw your consent to the use of your personal information;
- ask for the personal information to be transferred

### **MARKETING & SMS**

If you opt into marketing, we may send updates by email or SMS. You may unsubscribe anytime by clicking "unsubscribe", replying STOP to SMS, or contacting us. Service-related messages will continue regardless of preferences.

### **Accessing Your Information**

The accuracy of your information is important. If the personal information you have provided to us changes, if you change your email address or any of the other information we hold, please email us at [info@robocode.uk](mailto:info@robocode.uk).

### **Security Measures**

We will ensure that your personal information is held securely. Some of your "non-sensitive" details (such as your email address) may be transmitted over the internet and this can never be guaranteed to be 100% secure.

We never sell data. We may share it with trusted providers (payment processors, IT services, accrediting bodies such as BCS/AQA). Disclosure without consent may occur where legally required.

### **'Cookies'**

Our websites use cookies. 'Cookies' are small pieces of information sent by an organization to your computer and stored on your hard drive to allow that website to recognize you when you visit. Cookies collect statistical information about your browsing actions and patterns and do not identify you as an individual. We use cookies to improve our website and provide you with a better, more personal service. You may switch off cookies. Please refer to our separate Cookies Policy.

### **Transferring Your Information Outside of the UK**

The information which you provide to us may be transferred to countries outside the United Kingdom ("UK") if any of our servers or our processors' servers are located outside the UK. Countries outside the UK and countries within the European Free Trade Area ("EFTA") may not have equivalent information protection laws to those within the UK. By submitting your personal information, you are agreeing to this transfer, storing or processing. If we transfer your information outside of the UK or EFTA in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If we transfer data outside the UK/EEA, we ensure safeguards (e.g. Standard Contractual Clauses).

### **RETENTION & DELETION**

We keep your data only as long as needed for the purposes above or legal requirements. When no longer required, it will be securely deleted.

### **Website Recording**

We may also use website recording services which may record mouse clicks, mouse movements, page scrolling and any text keyed into website forms. Information collected in such a fashion is for our internal use only. The information collected is used to improve our website's usability and is stored and used for aggregated and statistical reporting.

### **YOUR RIGHTS**

You may:

- Access the data we hold on you.
- Request corrections or deletion.
- Withdraw consent for marketing.
- Lodge complaints with the Information Commissioner's Office (ICO).

### **Review of This Policy**

We keep this policy under regular review. This policy was last updated on September 12, 2025.

### **UNDER 18?**

We are especially concerned with protecting the privacy of children/minors. If you are under the age of 18, you must obtain your parent/guardian's permission before providing any personal information.

When providing personal information your parent/guardian should be with you to help you through this process.

### **CONTACT US**

For questions about your data, contact:

RobocodeUK Ltd

26 Haslucks Green Road

Shirley, Solihull, B90 2EL

Email: [info@robocode.uk](mailto:info@robocode.uk)