

Privacy & Data Processing Policy

Reboot Digital Forensic Training Ltd

Version 1.0 | May 2026

Organisation	Reboot Digital Forensic Training Ltd 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ
Registered in	England & Wales
ICO Registration	ZC102371
Contact	privacy@rebootforensic.co.uk
Website	www.rebootforensic.co.uk

1. Introduction

Reboot Digital Forensic Training Ltd (“we”, “us”, “our”) is committed to protecting the privacy and personal data of everyone who interacts with us, including visitors to our website, prospective and enrolled students, customers, and other contacts.

This policy explains how we collect, use, store, share and protect your personal data in accordance with:

- the UK General Data Protection Regulation (UK GDPR);
- the Data Protection Act 2018 (DPA 2018); and
- any other applicable data-protection legislation in force from time to time.

We are registered with the UK Information Commissioner’s Office (ICO) under registration number ZC102371. You can verify our registration at ico.org.uk/ESDWebPages/Entry/ZC102371.

2. Data Controller

For the purposes of UK data-protection law, the data controller is:

Name	Reboot Digital Forensic Training Ltd
ICO Reg. No.	ZC102371
Email	privacy@rebootforensic.co.uk

If you have any questions about how we handle your personal data, or wish to exercise your rights, please contact us at the address above.

3. Personal Data We Collect

3.1 Website Enquiries & Contact Forms

When you submit an enquiry, register for a newsletter, or otherwise contact us via our website, we may collect:

- Full name
- Email address
- Telephone number
- Organisation or employer name
- Job title or role
- The content of your enquiry or message
- Any other information you voluntarily provide

3.2 Student & Course Registration Data

When you enrol on, or express interest in, one of our training courses, we may collect:

- Full name and contact details
- Date of birth (where required for certification purposes)
- Payment information (processed securely via our payment provider — we do not store full card details)
- Employer / force / agency details
- Professional qualifications, certifications, or experience relevant to the course
- Dietary or accessibility requirements (special-category data processed only with your explicit consent)
- Assessment results, attendance records, and course-completion certificates

3.3 Customer & Billing Data

For invoicing and account management we may hold:

- Name and billing address
- Purchase history and invoice records
- Purchase-order numbers and payment references

3.4 Technical & Website-Usage Data

When you browse our website we may automatically collect:

- IP address and browser type
- Pages visited and referring URLs
- Device and operating-system information
- Cookie identifiers (see our separate Cookie Policy)

4. Lawful Basis for Processing

We rely on the following lawful bases under Article 6 UK GDPR:

Lawful Basis	When We Apply It
Contract	Processing necessary to deliver a course or service you have purchased, or to take steps at your request before entering a contract.
Legitimate Interests	Following up on website enquiries; marketing to existing customers about similar training; improving our website and services. We balance our interests against your rights.
Consent	Sending marketing communications to new contacts; processing special-category data (e.g. accessibility needs); placing non-essential cookies.
Legal Obligation	Retaining financial records as required by HMRC; responding to lawful requests from law-enforcement or regulatory bodies.

Where we rely on consent, you have the right to withdraw it at any time without affecting the lawfulness of processing carried out before withdrawal.

5. How We Use Your Personal Data

We use personal data for the following purposes:

- **Course administration:** enrolling you, processing payment, issuing joining instructions and certificates.
- **Communications:** responding to your enquiries and providing customer support.
- **Marketing:** informing you about courses, events, and services that may interest you — only where you have consented or where we have a legitimate interest (existing customers).
- **Legal compliance:** meeting our obligations under tax, employment, and health & safety law.
- **Fraud prevention & security:** protecting our business and website from fraudulent activity.
- **Service improvement:** analysing usage patterns to improve our website and training programmes.

6. How Long We Keep Your Data

We retain personal data only for as long as necessary for the purpose for which it was collected, or as required by law. Our standard retention periods are:

Data Category	Retention Period
Enquiry / contact records	2 years from last contact
Student enrolment & assessment records	7 years from course completion
Financial / invoicing records	7 years (HMRC requirement)
Marketing consent records	Until consent is withdrawn + 1 year
Website technical logs	12 months
Special-category data	Duration of the relevant course only, then securely deleted

At the end of the applicable retention period, personal data will be securely deleted or anonymised.

7. Who We Share Your Data With

We do not sell, rent, or trade your personal data. We may share it with:

- **IT & platform providers:** cloud hosting, learning-management systems, and email-delivery services acting as data processors under written contracts.
- **Payment processors:** to securely handle course payments. These providers are PCI-DSS compliant.
- **Awarding bodies / certification authorities:** where a course leads to a nationally or internationally recognised qualification.
- **Professional bodies & law enforcement:** where required by law, court order, or regulatory obligation.
- **Professional advisers:** accountants, solicitors, and insurers, on a strictly need-to-know basis.

All third-party processors are contractually required to handle your data securely and in accordance with UK GDPR.

8. International Data Transfers

We primarily store and process data within the UK and the European Economic Area (EEA). Where we use suppliers located outside the UK or EEA, we ensure appropriate safeguards are in place, including:

- UK adequacy regulations or decisions;
- International data-transfer agreements (IDTAs) or standard contractual clauses (SCCs) approved for use in the UK; or
- Binding corporate rules where applicable.

You may request details of the specific safeguards in place for any international transfer by contacting us.

9. Your Rights

Under UK GDPR you have the following rights in relation to your personal data:

- **Right of access (Subject Access Request):** to obtain a copy of the personal data we hold about you.
- **Right to rectification:** to have inaccurate or incomplete data corrected.
- **Right to erasure ('right to be forgotten'):** to request deletion of your data where there is no compelling reason for its continued processing.
- **Right to restriction:** to ask us to limit how we use your data while a complaint is resolved.
- **Right to data portability:** to receive your data in a structured, machine-readable format and transfer it to another controller.
- **Right to object:** to object to processing based on legitimate interests or for direct-marketing purposes.
- **Rights related to automated decision-making:** not to be subject to a decision based solely on automated processing that produces significant effects on you.

To exercise any of these rights, please contact us at privacy@rebootforensic.co.uk. We will respond within one calendar month. We may need to verify your identity before processing your request.

If you are dissatisfied with our response, you have the right to lodge a complaint with the Information Commissioner's Office:

Website	ico.org.uk
Telephone	0303 123 1113
Post	ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

10. Data Security

We implement appropriate technical and organisational measures to protect your personal data against unauthorised access, accidental loss, destruction, or damage. These measures include:

- Encryption of data in transit (TLS/HTTPS) and at rest;
- Access controls limiting data to authorised personnel only;
- Regular review of our security practices and supplier contracts;
- Staff awareness of data-protection obligations;
- Incident-response procedures for detecting and reporting personal data breaches.

In the event of a personal data breach that is likely to result in a risk to your rights and freedoms, we will notify the ICO within 72 hours and, where required, inform affected individuals without undue delay.

11. Cookies

Our website uses cookies and similar tracking technologies. Strictly necessary cookies are placed automatically to enable the website to function. We will only place analytics, preference, or marketing cookies with your prior consent.

A full list of the cookies we use, their purpose, and how to manage your preferences is set out in our Cookie Policy, available on our website.

12. Marketing Communications

We will only send you direct marketing communications where:

- you have given us your explicit consent to do so; or
- you are an existing customer and we are marketing similar products or services, and you have not opted out.

You can opt out of marketing communications at any time by:

- clicking the 'unsubscribe' link in any marketing email;
- emailing us at privacy@rebootforensic.co.uk; or
- writing to us at our registered address.

Opting out of marketing will not affect the processing required to administer your course or our legitimate business interests.

13. Children's Data

Our training services are aimed at working professionals and are not directed at individuals under the age of 18. We do not knowingly collect personal data from children. If you believe we have inadvertently collected data about a child, please contact us immediately and we will take steps to delete it.

14. Changes to This Policy

We review this policy regularly and may update it to reflect changes in our practices, technology, legal requirements, or other factors. The 'Version' date at the top of this document indicates when it was last revised.

We will notify you of material changes by posting a prominent notice on our website or, where appropriate, by direct communication. Continued use of our services after a change constitutes acceptance of the updated policy.

15. Contact Us

If you have any questions, concerns, or requests relating to this policy or to the way we handle your personal data, please contact us:

Email	privacy@rebootforensic.co.uk
Post	Reboot Digital Forensic Training Ltd, 71-75 Shelton Street, Covent Garden, London, WC2H 9JQ
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This policy is published on our website and is available in alternative formats on request.