

Website Privacy Policy

Last Updated: 26 August 2025

1. Who We Are

The Cyber Escape Room Co. Ltd. (“we”, “us”, “our”) is a UK-based company that creates interactive cyber security training experiences.

- **Company Name:** The Cyber Escape Room Co. Ltd.
- **Company Registration Number:** 13753868
- **Registered Address:** Queensgate House, 23 North Park Road, Harrogate, HG1 5PD
- **VAT Number:** GB426235118
- **Contact Email:** legal@cyberescaperoom.co

We take your privacy seriously and are committed to protecting your personal data.

2. What Data We Collect

We may collect and process the following information:

- **Identity Data** – Name, job title, company name
 - **Contact Data** – Email address, phone number, postal address
 - **Usage Data** – How you interact with our website, products, and services
 - **Technical Data** – IP address, browser type, operating system, and cookies
 - **Marketing Preferences** – Whether you’ve opted in to receive communications
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3. How We Collect Your Data

There are a few ways that we collect your data on our website:

- When you fill out a form on our website (e.g. requesting a demo, downloading resources).
 - When you contact us directly via email or phone
 - Through cookies and analytics tools when you use our website
 - Through third-party services such as payment providers if you make a purchase
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4. Why We Collect Your Data

We only collect data where there's a lawful basis for doing so:

Purpose	Type of Data	Lawful Basis
To respond to enquiries	Identity, Contact	Legitimate interest
To process orders and payments	Identity, Contact, Payment	Contract
To improve our website and services	Usage, Technical	Legitimate interest
To send marketing communications	Identity, Contact	Consent
To comply with legal obligations	All relevant data	Legal requirement

5. Cookies & Analytics

We use cookies and similar technologies to:

- Improve site functionality
- Understand visitor behaviour
- Measure the effectiveness of our marketing

Where required by law, we'll ask for your consent before setting cookies. You can manage or disable cookies in your browser settings.

6. Who We Share Your Data With

We do not sell your data. However, we may share it with trusted third parties that help us run our business, such as:

- Website hosting providers
- Email marketing platforms
- Payment processors
- Analytics providers (e.g. Google Analytics)

All third parties are bound by data protection obligations and cannot use your data for their own purposes.

7. International Transfers

If we transfer your data outside the UK (e.g. to cloud providers), we ensure it's protected by appropriate safeguards such as Standard Contractual Clauses or UK adequacy decisions.

8. Data Retention

We only keep your personal data for as long as necessary:

- **Enquiries:** 12 months
 - **Customer contracts:** 7 years after completion (for tax purposes)
 - **Marketing data:** Until you opt out or withdraw consent
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9. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Correct inaccurate or incomplete data
- Request deletion of your data
- Restrict or object to processing
- Withdraw consent for marketing at any time
- Request a copy of your data in a portable format

To exercise your rights, email us at legal@cyberescaperoom.co.

10. Marketing

If you opt in, we may send you information about our products, events, and offers. You can unsubscribe anytime by clicking the link in our emails or contacting us directly.

11. Changes to This Policy

We may update this policy from time to time. When we do, we'll update the "last updated" date at the top of this page.

12. Contact Us

If you have any questions about this policy or how we handle your data, you can contact us at:

- Email: legal@cyberescaperoom.co
- Address: Queensgate House, 23 North Park Road, Harrogate, HG1 5PD
- Telephone: 07712741463

If you're not satisfied with how we handle your data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at <https://ico.org.uk/>.