



One platform. One purpose. Real progress.

# Privacy Policy

Last Updated: 1st September 2025

## 1. Introduction

At **Edutech Zone Ltd**, our mission is One Platform. One Purpose. Real Progress. That includes protecting your privacy and keeping your personal information secure.

This Privacy Policy explains how we collect, use, store, and share your data when you:

- Visit our website [edutech.zone](https://edutech.zone)
- Use our Support+ portal or Edutech Shield services
- Participate in our Edutech Choices or Edutech Select programmes
- Contact us for sales, support, or general enquiries

By using our services, you agree to the terms set out in this policy.

## 2. Who We Are

### Edutech Zone Ltd

Suite 2, Wesley Chambers, Queens Road, Aldershot, Hampshire GU11 3JD

[datacontroller@edutech.zone](mailto:datacontroller@edutech.zone)

We are the data controller responsible for your personal information under the UK General Data Protection Regulation (UK GDPR).

## 3. What Data We Collect

We may collect:

### Personal Details:

- Name, email address, phone number
- Job title and organisation (for school/MAT/college contacts)
- Address (home or school, depending on order type)

### Student/Parent Scheme Information:

- Student name, year group, and school
- Parent/guardian contact details
- Payment information (if paying directly)

### Technical Information:

- IP address, browser type, device identifiers
- Pages visited and time spent on our website

### Support & Service Records:

- Warranty and repair claims
- Support+ chat history or case notes
- Device serial numbers and service history

## 4. How We Use Your Data

We use your data to:

- Process and manage orders and contracts
- Provide device lifecycle services (Choices, Select, Shield, SmartCycle)
- Deliver customer support through Support+
- Manage warranty and accidental damage claims
- Communicate important service updates or changes
- Meet legal, regulatory, and compliance obligations
- Improve our website, services, and user experience

## 5. Sharing Your Data

We only share your data with:

- Service delivery partners (device suppliers, warranty/insurance providers, recycling partners)
- Payment processors (for direct parent payments)
- Schools/MATs/Colleges where your device programme is managed jointly
- Regulators or law enforcement when legally required

We **never** sell your personal information to third parties.

## 6. Cookies

Our website uses cookies for:

- Improving website performance
- Measuring visitor activity and trends
- Storing preferences for a better user experience

You can disable cookies in your browser, but some features may not work as intended.

## 7. Data Retention

We retain your personal data for:

- The length of your scheme or service agreement
- Up to 12 months after contract end for warranty claims, service records, or dispute resolution
- Longer periods where legally required (e.g., financial recordkeeping)

## 8. Your Rights

Under UK GDPR, you have the right to:

- **Access** the data we hold about you
- **Correct** inaccurate or incomplete data
- **Request deletion** of your data (where applicable)
- **Restrict or object** to certain types of processing
- **Transfer** your data to another provider
- **Complain** to the Information Commissioner's Office ([ico.org.uk](https://ico.org.uk))

To exercise your rights, contact [datacontroller@edutech.zone](mailto:datacontroller@edutech.zone).

## 9. Security

We use a combination of **technical, administrative, and physical security measures** to protect your data, including:

- Encryption of sensitive data
- Access controls for authorised staff only
- Secure hosting in GDPR-compliant environments

## 10. Changes to This Policy

We may update this policy from time to time. Updated versions will be posted on this page with a new "Last Updated" date.

## 11. Contact Us

For questions or concerns about your privacy:

### Data Protection Officer

Edutech Zone Ltd

Suite 2, Wesley Chambers, Queens Road, Aldershot, Hampshire GU11 3JD

[datacontroller@edutech.zone](mailto:datacontroller@edutech.zone)