

## Privacy Notice


REAP Consultancy Services is committed to protecting your personal data and your privacy when you use our website. This notice explains what personal information we collect, how we use it, and your rights in relation to that information. Whilst this notice provides a general summary, our Data Protection Policy is available on request.

### 1. Who We Are

We are REAP Consultancy Services, a research consultancy specialising in research, evaluation, community engagement, data articulation, and project management support. We are registered with the Information Commissioner's Office (ICO) under reference number ZB683371.

If you have any questions about this notice or how we handle personal data, please contact us at:

 [jo@reap-consultancy.co.uk](mailto:jo@reap-consultancy.co.uk)

 07729 476767

### 2. What Personal Data We Collect

When you use our website, we may collect the following:

- Technical data: IP address, browser type and version, time zone, operating system, and platform.
- Usage data: Pages visited, time spent on pages, navigation paths, and website interactions.
- Contact data: If you contact us via a form or email, we may collect your name, email address, phone number, and any message content you provide.

### 3. How We Collect Data

**We collect personal data through:**

- Direct interactions: When you complete a contact form or send us an email.
- Automated technologies: Via cookies and analytics tools to understand how our website is used and improve its performance.

### 4. How We Use Your Data

We use your data to:

- Respond to enquiries and communicate with you.
- Improve our website functionality and user experience.
- Monitor website traffic and detect security issues.

We do not use your personal data for direct marketing unless you have provided consent.

## **5. Cookies**

Our website uses cookies to analyse website traffic and optimise your experience. Cookies collect anonymous data unless you provide identifying information via a form or email. You can disable or manage cookies in your browser settings.

## **6. Lawful Basis for Processing**

We process personal data on the basis of:

- Consent: For forms you submit voluntarily.
- Legitimate interest: For site analytics, security, and basic functionality.
- Legal obligation: If required to comply with UK laws or regulations.

## **7. How We Share Your Data**

We do not sell or rent your personal data.

We may share data with:

- Service providers (e.g. web hosts or analytics providers) under data processing agreements.
- Legal authorities where required by law.

## **8. Data Security**

No internet communication is always completely secure nor is information storage. However, we take data security seriously and employ a variety of technical and organisational measures to keep your personal information safe. Our measures include:

- Encrypted platforms (e.g. OneDrive) and secure email communication.
- Access restricted to authorised personnel only.
- Devices protected by passwords and two-factor authentication (2FA).

## **9. Your Rights**

You have rights under the UK GDPR, including to:

- Access your personal data
- Request correction or deletion
- Restrict or object to processing
- Withdraw consent (where applicable)
- Lodge a complaint with the ICO ([www.ico.org.uk](http://www.ico.org.uk))

To exercise your rights, email us at: [jo@reap-consultancy.co.uk](mailto:jo@reap-consultancy.co.uk)

More information about your legal rights can be found on the Information Commissioner's website at <https://ico.org.uk/for-the-public/>.

#### **10. Updates to This Notice**

We may update this Privacy Notice from time to time. The latest version will always be available on our website.

Last updated: 08/04/2025