



WEBSITE PRIVACY NOTICE

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1.0 INTRODUCTION

TeachScribe Ltd (“TeachScribe”, “we”, “us” and “our”) takes personal data protection seriously.

This privacy notice explains how we collect and use personal data when you use the TeachScribe website, submit an enquiry form, book a demo, or otherwise contact us through this website.

TeachScribe Ltd is incorporated in England and Wales with company number 14754189 and registered office at Arding & Hobbs, 7 St John’s Road, London, England, SW11 1QN.

We process personal data in accordance with applicable UK data protection law, including the UK GDPR and the Data Protection Act 2018, together with other applicable laws and regulations in force from time to time (including, where and when applicable, the Data (Use and Access) Act 2025 and related implementing provisions).

This notice does not cover personal data processed in the TeachScribe application by schools and education settings acting as controllers. For that processing, see the Application Privacy Notice.

2.0 CONTROLLER AND CONTACT DETAILS

For personal data processed through this website, TeachScribe Ltd is the data controller.

If you have questions about this notice, or want to exercise your data protection rights, please contact our privacy contact point:

- Email: office@teachscribe.com
- Post: TeachScribe Ltd, Arding & Hobbs, 7 St John’s Road, London, England, SW11 1QN

3.0 PERSONAL DATA WE COLLECT AND WHERE IT COMES FROM

Depending on how you use the website, we may collect the following categories of personal data:

- **Identity and contact data:** name, work email address, phone number, job title, organisation, and related information you provide.
- **Communications data:** details you include in enquiry forms, demo requests, and correspondence with us.
- **Technical and usage data:** IP address, browser type and version, device information, operating system, referral source, page interaction and timestamps.
- **Cookie and online identifier data:** cookie IDs and similar identifiers used for website operation, analytics and preference management.
- **Marketing preference data:** your preferences about receiving marketing communications and records of opt-out requests.

Sources of personal data include:

- directly from you when you complete forms or contact us;
- automatically from your device and browser when you use the website; and
- from service providers who support website hosting, analytics, communications, and security monitoring.

4.0 WHY WE USE PERSONAL DATA AND LAWFUL BASES

We process personal data only where we have a lawful basis under Article 6 UK GDPR. Our main purposes and lawful bases are:

- **Managing enquiries and demo requests:** to respond to your requests and take pre-contract steps. Lawful basis: Article 6(1)(b) and, where applicable, Article 6(1)(f).
- **Operating and securing the website:** to maintain availability, monitor performance, prevent abuse, and protect systems. Lawful basis: Article 6(1)(f).
- **Improving website and services:** to understand website use and improve content, performance and user experience. Lawful basis: Article 6(1)(f), and Article 6(1)(a) where consent is required for optional cookies.
- **Sending relevant business communications:** to provide service information and, where permitted, B2B marketing communications. Lawful basis: Article 6(1)(f), and Article 6(1)(a) where consent is required.
- **Complying with legal obligations:** to meet legal, regulatory and compliance duties. Lawful basis: Article 6(1)(c).
- **Establishing, exercising or defending legal claims:** where required in specific cases. Lawful basis: Article 6(1)(f).

Where we rely on consent, you can withdraw that consent at any time. Withdrawal does not affect processing that took place before withdrawal.

5.0 LEGITIMATE INTERESTS

Where we rely on Article 6(1)(f), our legitimate interests include:

- running a secure, reliable and effective website;
- understanding business interest in TeachScribe products and services;
- improving website performance and user experience; and
- managing business communications and records.

We assess these interests against your rights and freedoms and apply safeguards to ensure processing is necessary and proportionate.

6.0 RECIPIENTS OF PERSONAL DATA

We may share personal data with the following categories of recipients where necessary:

- cloud hosting and infrastructure providers;
- website and communications service providers (for example form handling, messaging and support tooling);
- analytics and performance providers;
- professional advisers (such as legal, accounting and audit advisers);
- competent regulators, law enforcement bodies, courts, or other authorities where disclosure is required by law.

All recipients are subject to appropriate contractual, confidentiality and security obligations where required.

We do not sell personal data.

7.0 INTERNATIONAL TRANSFERS

Personal data collected through this website is primarily processed in the UK and EEA.

Where personal data is transferred outside the UK, we apply safeguards required under UK data protection law. Depending on the transfer, these safeguards may include:

- UK adequacy regulations;
- the UK International Data Transfer Agreement (IDTA); or
- the UK Addendum to the EU Standard Contractual Clauses.

To request further information about transfer safeguards, contact us using the details in section 2.0.

8.0 HOW LONG WE KEEP PERSONAL DATA

We keep personal data only for as long as needed for the relevant purpose and applicable legal requirements. Our standard retention periods for website data are:

- enquiry and demo lead records: up to 6 years from the last meaningful interaction;
- web server and security logs: up to 24 months;
- analytics identifiers (including relevant cookie or online identifiers): up to 25 months;
- marketing suppression records: retained indefinitely as a minimal record (typically email address and opt-out status) so we can honour opt-out requests.

Where data is needed for legal claims, disputes, or legal hold requirements, we may retain relevant data for longer where required.

At the end of the retention period, data is securely deleted or irreversibly anonymised.

9.0 COOKIES AND SIMILAR TECHNOLOGIES

We use cookies and similar technologies on this website.

Strictly necessary cookies are used to operate the website and do not require consent.

Optional cookies, including analytics and similar technologies that are not strictly necessary, are set only where required consent has been provided.

You can change or withdraw cookie preferences at any time through our cookie preference controls.

Full details of cookies and similar technologies used on this website are set out in our Cookie Policy: <https://www.teachscribe.com/legal/cookie-policy>.

10.0 SECURITY OF PERSONAL DATA

We implement appropriate technical and organisational measures to protect personal data, including access controls, encryption in transit where appropriate, and security monitoring.

Access to personal data is restricted to authorised personnel and service providers who need it for legitimate business purposes and are subject to confidentiality obligations.

We maintain incident response procedures and will notify affected parties and regulators where required by law.

11.0 CHILDREN'S INFORMATION

This website is not directed at children, and we do not knowingly collect personal data from children through the website.

If you believe a child has provided personal data through this website, please contact us using the details in section 2.0 so we can investigate and take appropriate action.

For information about children's data in the TeachScribe application, please see the Application Privacy Notice.

12.0 YOUR RIGHTS

Under UK GDPR, you have rights that may apply to our processing, including rights to:

- be informed about processing of your personal data;
- access your personal data;
- rectify inaccurate personal data;
- erase personal data in certain circumstances;
- restrict processing in certain circumstances;
- object to processing based on legitimate interests;
- data portability in certain circumstances; and
- not be subject to solely automated decision-making with legal or similarly significant effects.

You also have an absolute right to object at any time to processing of your personal data for direct marketing.

To exercise your rights, contact us using the details in section 2.0. We may ask for information to verify your identity before acting on a request.

13.0 RIGHT TO COMPLAIN

If you have concerns about how we handle personal data, please contact us first using the details in section 2.0.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO):

- Website: <https://ico.org.uk/make-a-complaint/>
- Phone: 0303 123 1113
- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

14.0 FAILURE TO PROVIDE PERSONAL DATA

If you do not provide personal data requested through website forms or communications, we may be unable to respond to your enquiry, book a demo, or provide requested information.

15.0 AUTOMATED DECISION-MAKING AND PROFILING

We do not use personal data collected through this website to make decisions based solely on automated processing that produce legal effects or similarly significant effects on you.

16.0 POLICY REVIEW AND AMENDMENTS

We keep this privacy notice under regular review and publish the current version with its last updated date.

This notice is provided for transparency and does not amend any contract unless expressly agreed in writing.

Where we make material changes to the categories of personal data, processing purposes, lawful bases, recipients, or international transfer safeguards described in this notice, we will publish an updated version before those changes take effect and provide a prominent website notice. Where reasonably practicable, we will also provide direct notice to affected contacts.

Where consent is required by law for the changed processing activity (including optional cookies or direct marketing where applicable), we will obtain or refresh that consent before processing on the changed basis.