



Redsquad Limited

Privacy Policy

Last Updated: June 2026

Introduction

Redsquad Limited ("Redsquad", "we, "our") are committed to protecting the privacy and security of the personal data we collect about end customers and users of our services ("you/your").

For the purpose of this policy, "Redsquad" means:

1. Redsquad Limited
2. Red Mosquito Limited
3. Computer Security Technology Limited
4. Penstone Communications Limited
5. Triumph Technologies Limited
6. Optivity Limited
7. Itek System Management Ltd
8. IT Hotdesk Ltd
9. Cyberseer Limited
10. Partnership Education Limited.

The purpose of this Privacy Policy is to explain what personal data we collect about you when you use our website or purchase one of our products or services. Any personal data that we hold about you will be stored and held securely by us on our computer systems in accordance with UK data protection legislation and any other applicable laws.

Please read this Privacy Policy carefully as it provides important information about how we handle your personal information and your rights. If you have any questions about any aspect of this Privacy Policy you can contact us using the information provided below or by emailing us at [\[insert email address\]](#).

Please revisit this Privacy Policy regularly, as we may change the content to reflect how we deliver our products and services.

Personal data we collect

We collect, use and are responsible for certain personal data about you. When we do so we are subject to the UK General Data Protection Regulation ("UK GDPR") and the EU General Data Protection Regulation ("EU GDPR") in certain circumstances. The personal data we collect includes:



- contact detail information such as your name, email address, telephone number, job title, company name, and any feedback you may have provided to us;
- information about your engagement with us online via our cookies and similar technologies such as your IP address and geographical location;
- any other information you may provide to us as part of a Redsquad sponsored event or market research.

Cookies and similar technologies

To understand how we use cookies and other tracking technologies, please see our specific page on cookies and similar technologies [here](#).

How your personal data is collected

We may collect your personal data directly from you—in person, by telephone, text or email via social media and/or via our website.

However, we may also collect information from third parties, for example, when you attend an event we sponsor, you participate in market research or when a partner or supplier notifies us that you have a legitimate interest in our services.

Purposes for which we use personal data and the legal basis

When providing services to you, we may use your personal data for the following purposes and on the following lawful bases:

Purpose	Lawful Basis for Processing
To provide our products and services to you	Our legitimate interest to fulfil our contract with our customers
To improve your browsing experience by personalising your website visit	Our legitimate interest to ensure visitors to our website can easily navigate our website and locate the information they are looking for
To send information (other than marketing communications) to you which we think may be of interest to you by post, e-mail or similar technology	Our legitimate interest to maintain regular contact and engagement with our customers and prospective customers



Purpose	Lawful Basis for Processing
To send you marketing communications relating to our business which we think may be of interest to you by post or, where you have specifically agreed to this, by e-mail or similar technology	Our legitimate interest to keep you updated with our products and services
To contact you when you provide us with market research feedback	Our legitimate interest to ensure our products and services meet your expectations and remain relevant in the marketplace
To allow you to participate in interactive features of our products or services when you choose to do so, for example, if you are looking at a proof of concept	Our legitimate interest to ensure our products and services meet our customers' requirements
To notify you about changes to our products and services	Our legitimate interest to keep you updated with our products and services.
To comply with any legal obligations we may have	Legal obligation

Where personal data is processed because it is necessary for the performance of a contract to which you are a party, we will be unable to provide our services without the required information.

Sharing your data

For some business activities we share your personal data with our vendors and third-party service providers, for instance, we use a third-party to provide our e-mail marketing services. We also use third-party service providers for payments processing, telephone marketing and our customer relationship system.

We may also permit selected third parties to use your data to provide you with information about goods and services that we feel may be of interest to you and we, or they, may contact you about these by post or telephone.

Personal data may also be shared with government authorities and/or law enforcement officials for the prevention or detection of crime, if required by law or if required for a legal or contractual claim.



International transfers

Sometimes we may need to send or store your personal data outside the UK or European Economic Area ("EEA"). For example, some of the third-party providers we use for our business may store data outside of the UK or the EEA.

We place significant importance on protecting the confidentiality of personal data and seek the collaboration of all our suppliers in fostering this goal. We will only transfer personal data to a supplier where the supplier has provided assurances that they will provide at least the same level of privacy protection as is required by the UK GDPR or EU GDPR.

If we do transfer information outside the UK or EEA, we will only do so either:

1. on the basis of Standard Contractual Clauses approved by the European Commission or the International Data Transfer Agreement/Addendum approved by UK Government (whichever is applicable), which contractually oblige the recipient to process and protect our personal data to the standard expected within the EU and UK; or
2. where applicable, for organisations certified to the EU-US Data Privacy Framework (DPF) (and the UK Extension where applicable), this will be the transfer mechanism.

In such cases, our service providers and suppliers are data processors and may only use the data in line with our instructions and not for any other purpose. This and other obligations are agreed in the data processing contract between us.

How long we keep your data

We will retain your personal data for as long as is necessary to provide you with our services and for a reasonable period thereafter to enable us to meet our contractual and legal obligations and to deal with complaints and claims. Depending on the purpose, for example, we hold data for different amounts of time:

- Marketing: You may opt out of receiving marketing material at any time. To opt out you can either adjust the e-mail preference settings, or select "unsubscribe" in e-mails, or send an e-mail to [\[insert email address\]](#). If you opt out, we will suppress your details so that you are not contacted for marketing purposes any longer.
- Contracted services: We will hold your data as specified in our agreement with you.

At the end of the retention period, your personal data will be securely deleted.

How we protect your data

We endeavour to process all personal data securely and have implemented appropriate technical and organisational measures to protect data that we process from unauthorised disclosure, use, alteration or destruction.



When you send information over the Internet this can never be guaranteed to be 100% secure. As a result, whilst Redsquad endeavours to protect your personal data we cannot guarantee the security of any data you transmit to us, and as such, any transmission is at your own risk. Where possible information is encrypted “at rest” and “in flight”.

Your rights and options

You have the following rights in respect of your personal data:

- You have the right of access to your personal data and can request copies of it and information about our processing of it.
- If the personal data we hold about you is incorrect or incomplete, you can ask us to rectify or add to it.
- Where we are using your personal data with your consent, you can withdraw your consent at any time.
- Where we are using your personal data because it is in our legitimate interests to do so, you can object to us using it this way.
- Where we are using your personal data for direct marketing, including profiling for direct marketing purposes, you can object to us doing so.
- You can ask us to restrict the use of your personal data if:
 - It is not accurate.
 - It has been used unlawfully but you do not want us to delete it.
 - We do not need it any-more, but you want us to keep it for use in legal claims; or
 - If you have already asked us to stop using your data but you are waiting to receive confirmation from us as to whether we can comply with your request.
- In some circumstances you can compel us to erase your personal data.
- You can request a machine-readable copy of your personal data to transfer to another service provider.
- You have the right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you.



You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

If you wish to exercise your rights, please contact us at [\[insert email address\]](#).

Complaints

You have the right to complain if you consider that we have not complied with the data protection law when handling your Personal Data. We will acknowledge receipt of your complaint within 30 days, investigate the matter without undue delay, and keep you informed of the progress and outcome. If you wish to complain please use the contact details given below under “contact us”. We will do our best to resolve the matter to your satisfaction.

If you are not satisfied with the outcome of your complaint, you can complain with the relevant supervisory authority. The supervisory authority in the UK is the Information Commission who can be contacted online at:

[Contact us | ICO](#)

Or by telephone on 0303 123 1113

Third-Party Websites

This website contains links to other websites. If you follow a link please note these websites will have their own privacy policy. We do not accept responsibility or liability for the privacy policies of third-party websites. Please check their policies before submitting any personal data to these websites.

Contact us

If you have any questions, or wish to exercise any of your individual rights outlined above, then please address your correspondence to: Redsquid Limited, Premiere House, Elstree Way, Borehamwood, United Kingdom, WD6 1JH.

Alternatively, you can email us at [\[insert email address\]](#).