Privacy Policy

Effective Date: 15/09/25
Business Name: The Reprogram Online/www.thereprogramonline.com
Contact: info@thereprogramonline.com

We respect your privacy and are committed to protecting your personal data. This policy explains what information we collect, how we use it, and your rights under the UK GDPR and Data Protection Act 2018.

1. Information We Collect

When you use *The Reprogram Online*, we may collect:

- **Personal details**: name, email address, account login details.

- **Payment details**: processed securely via Stripe (we do not store card numbers).

- **Usage data**: information on how you use our website, programs, and content.

- **Technical data**: IP address, browser type, device information (for analytics and site performance).

2. How We Use Your Data

We use your personal data to:

- Provide access to your subscription and training program.

- Process payments and manage billing.

- Communicate with you (service updates, support, account information).

- Improve our services and website experience.

- Comply with legal and financial obligations.

3. Sharing Your Data

We only share your data with trusted third parties where necessary:

- **Stripe** (for secure payments).

- **Website hosting provider** (to keep the site running).

- **Analytics tools** (Google Analytics, YouTube tracking, if enabled).

We never sell your personal data.

4. Data Retention

- We keep your personal data for as long as you have an active account.

- If you cancel, we may retain certain records for legal or financial reporting purposes (e.g. invoices).

5. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you.

- Request correction of inaccurate data.

- Request deletion of your data ("right to be forgotten").

- Request restriction or portability of your data.

- Withdraw consent for non-essential cookies or marketing communications.

To exercise these rights, contact us at: info@thereprogramonline.com.

6. Security

We take appropriate technical and organisational measures to protect your data. All payments are processed securely through **Stripe**.

7. Changes to This Policy

We may update this Privacy Policy from time to time. Updates will be posted on this page with a new "Effective Date."

Cookie Policy

Like most websites, *The Reprogram Online* uses cookies to improve your experience.

What Are Cookies?

Cookies are small text files placed on your device when you visit our site. They help us remember your preferences, improve site performance, and measure how visitors use our site.

Types of Cookies We Use

- **Essential Cookies**: required for the site to function (e.g. login, security, payments).

- **Analytics Cookies**: help us understand how people use the site (Google Analytics).

- **Advertising/Tracking Cookies**: may be used if we run ads (e.g. Facebook Pixel, YouTube tracking).

Your Choices

On your first visit, you will see a **cookie consent banner**. You can:

- Accept all cookies.

- Reject non-essential cookies.

- Change your preferences at any time.

Most browsers also let you block or delete cookies through settings.

Contact Us

If you have questions about how we use cookies or your data, please email us at: info@thereprogramonline.com