

Last updated: 1 August 2026

Excalibur EPRR UK Ltd respects your privacy and is committed to protecting your personal information. This policy explains what information we collect, why we use it and the rights available to you.

1. Who we are

Excalibur EPRR UK Ltd provides emergency planning, response, resilience, training, exercising and consultancy services.
For data-protection purposes, Excalibur EPRR UK Ltd is the organisation responsible for deciding how your personal information is used.
Contact details
Email: **keith@excalibur-eprr.co.uk**
Telephone: **07963 522256**
Website: **www.excalibur-eprr.co.uk**

2. Information we may collect

We may collect and use:

- your name, job title and organisation.
- your email address, telephone number and business address.
- information you provide through our website, by email, telephone or an enquiry form.
- information connected with quotations, bookings, contracts, courses or consultancy services.
- payment and transaction information.
- course attendance, assessment and certification records.
- feedback, correspondence and records of communications; and
- limited technical information about how our website is used.

Please do not send sensitive personal information through the website unless it is necessary and we have specifically asked you to provide it.

3. How we use your information

We may use your personal information to:

- respond to enquiries.
- prepare quotations and proposals.
- provide training, consultancy and other contracted services.
- administer course bookings, attendance and certification.
- maintain business and financial records.
- communicate with customers, suppliers and professional contacts.
- improve our services and website.
- protect our business, systems and users; and
- comply with legal, regulatory and insurance requirements.

4. Our lawful basis

We only use personal information where we have a lawful reason to do so. Depending on the circumstances, this may be because:

- it is necessary to take steps at your request or perform a contract.
- we must comply with a legal obligation.
- it is necessary for our legitimate business interests, provided your rights do not override those interests; or
- you have given your consent.

Where we rely on consent, you may withdraw it at any time.

5. Marketing

We may occasionally send relevant information about Excalibur services, courses or events where you have consented or where the law otherwise permits us to do so.
You may ask us to stop sending marketing communications at any time by contacting us or using any unsubscribe option provided.

6. Sharing your information

We do not sell your personal information.
We may share information where reasonably necessary with:

- trusted IT, website, email and cloud-service providers.
- accountants, insurers and professional advisers.
- certification, accreditation or training-support providers.
- associate trainers or contractors supporting an agreed service.
- payment-processing providers; and
- public authorities or regulators where required by law.

Any provider handling personal information on our behalf must protect it and use it only for the agreed purpose.

7. International transfers

Some technology or cloud-service providers may process information outside the United Kingdom. Where this occurs, we will use appropriate safeguards required by UK data-protection law.

8. How long we keep information

We retain personal information only for as long as it is reasonably required for the purpose for which it was collected.
Different retention periods may apply to contracts, financial records, training records and certificates. Information will then be securely deleted, destroyed or anonymised unless it must be retained for legal, regulatory, insurance or legitimate operational reasons.

9. Information security

We use reasonable organisational and technical measures to protect personal information against loss, misuse, unauthorised access, alteration or disclosure.
However, no internet transmission or electronic storage system can be guaranteed to be completely secure.

10. Cookies and website analytics

Our website may use essential cookies needed for security and basic operation. We may also use optional analytics or similar technologies to understand how visitors use the website.
Non-essential cookies should not be placed without your consent. Further information should be provided through the website's cookie banner or cookie policy.

11. Your rights

Depending on the circumstances, you may have the right to:

- obtain a copy of your personal information.
- ask us to correct inaccurate or incomplete information.

- ask us to delete information.
- ask us to restrict how information is used.
- object to certain uses of your information.
- receive information in a portable format.
- withdraw consent; and
- complain about how your information has been handled.

Some rights are subject to legal exemptions.
To exercise a right, contact **keith@excalibur-eprr.co.uk**. We may need to verify your identity before responding.

12. Complaints

Please contact us first if you have concerns about how we use your personal information.
We will acknowledge a data-protection complaint within 30 days and take appropriate steps to investigate it, keep you informed and explain the outcome.
You also have the right to complain to the **Information Commissioner's Office**, the United Kingdom's data-protection regulator.

13. External websites

Our website may contain links to external websites. Excalibur EPRR UK Ltd is not responsible for the privacy practices, security or content of those websites.

14. Changes to this policy

We may update this policy when our services, website or legal obligations change. The latest version will be published on this page.

END