



Kloodle Hub

Learner passport and evidence platform

PRIVACY

Privacy Notice

Version 1.2 · September 2026

**YOUR INFORMATION****Kloodle Hub Privacy Notice**

How Kloodle Ltd collects and uses personal information

1. Who we are

Kloodle Ltd ("Kloodle", "we") is a company registered in England and Wales, company number 08497166, registered office Fold House, 3 Gregory Fold, Helmshore, Rossendale BB4 4JW, United Kingdom. We operate the Kloodle Hub learner passport and evidence platform (app.kloodlehub.com) and the kloodlehub.com website. We are registered with the Information Commissioner's Office (registration number ZC242840). For anything in this notice, contact Andrew Donnelly at andrew@kloodle.com.

2. Learners, parents and school staff: your school holds your data

If you use Kloodle Hub through a school, college or other setting, that setting is the data controller of the information on the platform, including learner profiles, evidence and reports. Kloodle processes that information only on the setting's instructions, under a written Data Processing Agreement. Questions or requests about that information (for example, a subject access request) should go to the setting first; we will help them respond.

3. Information we collect as a controller

We are the controller of a smaller amount of information that we collect for our own business purposes: (a) contact details of people who enquire about Kloodle Hub, request a demo, or register interest through our website forms (name, organisation, email address and anything included in the message); (b) contact and billing details of the staff at our customer settings who deal with us; and (c) basic technical logs generated when the website and platform are used, kept for security and troubleshooting.

4. How we use it and our lawful bases

We use this information to respond to enquiries and provide demos (legitimate interests), to set up and manage subscriptions and billing (performance of a contract and legal obligation), to keep the platform secure (legitimate interests), and to tell existing and prospective education contacts about Kloodle Hub (legitimate interests, with the option to opt out of any marketing email at any time). We do not sell personal information.

5. Who we share it with

We use a small number of service providers to run our systems: Supabase (database and authentication, hosted in London), Vercel (website and application hosting), Cloudflare (file storage), Resend (email delivery) and Anthropic (AI-assisted reading of documents and drafting of reports). They process data on our behalf under contract. We may also share information where the law requires it. Where a provider processes data outside the UK, we rely on UK adequacy regulations or appropriate safeguards under the UK GDPR, and Anthropic is contractually barred from using the data to train its models.



6. How long we keep it

Enquiry and demo records are kept while we have an active relationship with you or your organisation, and are reviewed periodically. Billing records are kept for 6 years as required by tax law. Data held on the platform on behalf of settings is retained and deleted as set out in our Data Processing Agreement.

7. Your rights

You have the right to ask for access to your personal information, to have it corrected or erased, to restrict or object to its processing, and to data portability, in each case subject to the conditions in the UK GDPR. To exercise any of these rights, email andrew@kloodle.com. If you are unhappy with how we handle your information, you can complain to the Information Commissioner's Office at ico.org.uk or on 0303 123 1113.

Learner data

For information held about a learner on Kloodle Hub, the learner's school or setting is the controller: please contact them first, and we will support their response.