

RewardShack Privacy Policy

RS BENEFITS LIMITED (trading as RewardShack)

At RS BENEFITS LIMITED, trading as RewardShack (“we”, “our”, or “us”), your privacy matters to us. This privacy policy sets out how we collect, use, and safeguard your personal information when you visit or use our website, [RewardShack](#). By continuing to use our site, you are agreeing to the terms outlined below.

We are a company registered in England and Wales under the name RS BENEFITS LIMITED, with our registered office at 37 Cox Lane, Chessington, England, KT9 1SD.

Information We Collect

When you engage with our website, we may collect information that you provide directly, such as when you fill out a form, sign up for an account, subscribe to a service, or contact us via email or phone. This might include your name, email address, contact number, and other details relevant to the services you are enquiring about or purchasing.

We also gather certain data automatically when you browse our website. This can include your IP address, browser type, operating system, pages visited, how long you stayed on a page, and your interactions with the site (such as clicks and scrolls). This helps us to understand how users are interacting with the site and allows us to improve performance and usability.

Additionally, we may receive information about you from third parties. For example, if you use a partner website or engage with services that are linked to us — including payment providers, analytics platforms, or credit reference agencies — we may obtain information that helps us verify your identity or improve our service.

Personal Information About Others

If you provide us with personal data relating to someone else, you must ensure that you have their permission to do so. This means they have agreed that you can share their information, receive any relevant data protection communications on their behalf, and consent to how we may use their data, including any potential transfers outside the UK or EEA.

Communication Monitoring

For quality assurance, training, and legal compliance, we may monitor or record phone calls, emails, or other communications between you and our team.

Use of Cookies

Our website uses cookies, which are small files placed on your device to enhance your browsing experience. Cookies help us understand how visitors use our site, tailor content to user interests, and improve overall functionality. To learn more about how we use cookies, please refer to our Cookie Policy.

How We Use Your Data

We use the information you provide to deliver the services you've requested, to manage your account, and to communicate with you about your purchases or enquiries. Occasionally, we may contact you with information about similar products or services that we believe may interest you, particularly if you've previously engaged with us.

With your consent (where required), we may also send marketing messages or share your data with carefully selected third parties who offer relevant services. If at any time you'd prefer not to receive these messages, you can opt out by contacting us at info@rewardshack.co.uk.

We also use data to improve our website, ensure it runs smoothly, and protect both the site and its users from fraud or misuse. Analytical tools help us understand user behaviour and measure the effectiveness of our marketing and site content.

Sharing Your Information

We may share your information with service providers who help us operate our business — such as website hosts, payment processors, marketing platforms, or delivery partners. In some cases, your information may also be shared with credit reference agencies to assess eligibility for certain services.

If RS BENEFITS LIMITED undergoes a business sale, merger, or asset transfer, customer information may be disclosed as part of that process. We may also share your data where required by law or to protect our rights, property, or the safety of others.

Storing and Transferring Your Data

Your personal data may be processed or stored in countries outside the European Economic Area (EEA). When this occurs, we take appropriate steps to ensure your information is safeguarded to UK standards.

Please note that while we take data security seriously, no method of transmission over the internet is completely secure. We use strict procedures and security features to try to protect your data, but any data sent to us is at your own risk.

If we provide you with a password to access parts of our website, it is your responsibility to keep it confidential. Please do not share it with anyone.

Your Rights

You have the right to request access to the personal information we hold about you. You may also ask us not to use your data for marketing purposes. We will inform you if we intend to use your information in this way or share it with third parties for such purposes.

If you would like to exercise your rights or make a request, please contact us at info@rewardshack.co.uk.

Please be aware that our website may occasionally include links to other websites. We are not responsible for the content or privacy policies of those external sites, so we recommend reviewing their policies before providing any personal data.

Changes to This Policy

From time to time, we may update this privacy policy to reflect changes in our services, legal requirements, or best practices. Any updates will be posted on this page, and we encourage you to check back regularly to stay informed.

Contact Us

If you have any questions, comments, or requests relating to this privacy policy, please get in touch at info@rewardshack.co.uk