

The Tuition Team Privacy Policy

This policy contains information for you about how we look after personal information about yourself and/or your child.

1. GDPR

On 25th May 2018 a new law came into place, known as the General Data Protection Regulation (GDPR). This document sets out the details around the collection, use and protection of your personal information and explains your rights in relation to it.

2. Our commitment to our customers

we commit to:-

- Keep personal information about you and your child safe and private;
- Not to use your personal information for any purpose other than in connection your tuition services, to keep you informed about The Tuition Team business and in accordance with the other purposes set out in this policy;
- Not provide personal information to any third party without your consent, save where legally required to do so.
- Address any concerns or questions relating to the holding and processing of your personal information;

3. Who we are and how we operate

The Tuition Team is a tutoring business connecting students with tutors, for the purpose of providing education for children and adults.

To operate effectively we must collect personal information concerning parents/legal guardians and the students. We set out in this document which personal information is collected and how it is used.

The term Data Controller is applied to a person who determines how personal information is used within a business. The Tuition Team Manager is known as a Data Controller.

4. How we collect information from you

Information relating to parents and students will be collected by the manager/tutors. This might be achieved by providing information verbally, whether face to face or by telephone, through the completion of paper documents or by electronic means such as email or interaction with our website. Please ensure that all your personal information is accurately

provided. If anything changes with your personal information, please notify the manager as soon as possible in order that your personal information can be updated.

5. What personal information will we collect from you?

The manager/tutors will require the following information about the student:-

- Name;
- Address;
- Contact details;
- Date of birth;
- School related information;
- Gender;
- Health related information.
- Other information relevant to being able to teach the student most effectively;
- As the student's studies progress the tutors will accumulate information in relation to the student's work and its progression.

Information which will be required from parents/legal guardians:-

- Name;
- Contact details;
- Phone number
- E-mail address
- Relationship to student;
- Details of secondary points of contact if a primary contact is not available;
- Any other information which may be provided and which is relevant to the education of your child.

The manager may also ask for or receive relevant situational information about students and/or their parents. This might, for example, relate to the student's lifestyle, interests and skills, be about the student's family, or any background issues that may be impacting upon the student's studies.

The manager/tutor will not take or publish photographs of students or publish students' names without consent of the parent/legal guardian.

6. Use of cookies and Analytical Data

What is a cookie?

A cookie is a small file that is placed on your device by a website. The cookie allows us to offer the best services possible, providing us with information about how you use our

website. Cookies are commonly used on the Internet and do not harm your computer system.

How do we use the information we collect?

Information collected by our website may include items such as the IP address of your computer, the time you visited our website and what links you clicked on during your visit to our site, or when you opened our emails. However, any information collected is kept secure and only used for the purposes set out in this Privacy Policy.

We use the information we collect for various purposes, including:

- For the essential operation of our website
- To understand how customers use our website and to assist us in tailoring the website to customer needs.
- Collating anonymous aggregated information that is used to manage and plan enhancements to our services.
- To assist in the provision of ads which are relevant to you when browsing the internet.

Analytical Data

Our website also uses Google Analytics to allow us to monitor how users use our website. As part of this activity, if you have a Google account and have allowed Google to associate your web and app browsing history, so that you may receive personalised ads, then Google may collect a Google identifier, which allows them to identify your Google account when you are using this website.

How can I stop cookies and what effect will this have?

You can stop cookies from being deployed on your computer by configuring your browser not to accept them. However, in order to get the best use out of our website, you will need to have cookies enabled. If cookies are already on your system, you can delete them.

7. Who will the manager provide personal information to?

The manager will provide this personal information to the relevant tutors for the purposes of tutoring the student and for the purposes set out below.

The manager will not provide personal information for use by anyone else without your specific consent or unless this is necessary for health and safety reasons, to comply with child protection policies, in cooperating with local and public authorities to comply with legal

requirements and those of regulators, for example Ofsted, or unless it is otherwise provided for in this Privacy Notice.

8. What will the manager use the personal information for?

To fulfil our obligations and to respond to your enquiries:-

- to provide the requested tuition;
- to ensure the quality of the tuition;
- to respond to enquiries about the tuition offered;
- to seek feedback about study experiences;
- to address and communicate about day-to-day issues such as rescheduled lessons and appointment times;
- to record and report upon the progress of the student;
- to record and communicate other issues which may be impacting upon or related to the progress of the student;
- to respond to complaints;
- to send payment requests.

To ensure vital interests and legal duties:-

This relates to the health and safety of a student. For example communication with emergency services. Similarly, information may be provided to local or public authorities where welfare and child protection issues arise.

When legitimate interests apply:-

It is possible that from time to time The Tuition Team may wish to communicate with parents concerning other matters which may be of interest to them. The nature of such contact will be:-

- Providing news updates about developments at The Tuition Team.
- To communicate about particular study opportunities and useful marketing information such as promotions and campaigns.

If you do not wish to receive communications under this heading simply contact the manager and inform which type of communications you wish not to receive.

If you provided consent...

There are certain uses of personal information for which we would seek your specific consent. Where such consent is requested it will be sought separately. E.g. using student's names and/or photographs in publicity material.

If consent is given it can be withdrawn at any time by providing notification to the manager in

writing or by email.

Other

The manager may also use personal information for management and statistical purposes to enable better running of our business.

9. What happens if I don't wish to provide personal information to The Tuition Team or its tutors?

The Tuition Team require the personal information set out in this privacy policy in order to ensure that our services can be safely and effectively delivered to our students and continually developed for the benefit of all students. Without this information it will not be possible to deliver the standards of service we would like.

10. How long will you keep personal information for?

The Tuition Team will only retain personal information:-

- For as long as necessary to fulfil the purposes it was collected for as set out in this Privacy Notice;
- In relation to enquires about the services we provide, we would not normally keep that information for longer than 12 months after the last communication from the enquirer;
- Whilst undertaking our tuition services it is necessary for us to continue to retain the personal information provided. Thereafter we will not normally keep it for longer than 24 months after the student has ceased tuition, unless we have legitimate reasons, including child protection reasons for doing otherwise;
- In some circumstances you have the right to request erasure of personal information held. This will be addressed below.

11. Your rights in relation to the information held in relation to you or your child

Access - the right to make a Subject Access Request to either a copy of the personal information which we hold about you or your child. If you make such a request we are required, in most circumstances, to provide a copy of the personal information without charge and within 30 days.

Correction – it is important that you keep The Tuition Team up to date with any changes to

the personal information provided. You have the right to ask us to correct any inaccurate data held about you or your child, but it may be possible that evidence will be required of the new information provided.

Erasure – you are entitled to ask The Tuition Team to delete or remove personal information held where there is no justification for us continue to hold it. It may not always be possible to comply with your removal request due to ongoing obligations in relation to the personal information. However, where this is the case you will be informed and be told of the reasons why it is not possible to comply completely with the request.

Object to processing – you may object to The Tuition Team processing personal information. There are some circumstances in which it will not be possible to comply with your request, for example if it is necessary to process the information in connection with obligations which have been explained to you in this document. If you object to us processing information which has been processed under the legitimate interest heading, we will stop processing it.

Restriction of processing – you may ask The Tuition Team to suspend processing of personal information in the following situations:-

- If you want the accuracy of the data to be established;
- You need the data to be held even though we no longer require it, as you need it to establish, exercise, or defend legal claims; or
- You have objected to the use of the data by The Tuition Team but we need time to determine whether there overriding legitimate grounds to process it.

12. Keeping personal information safe

The Tuition Team have put in place appropriate measures to prevent the personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. Access to personal information is limited to employees and contractors who have a business need to access the personal information. Procedures have been put in place to deal with any suspected breach of the requirements under the GDPR and you and the Regulator will be notified of any potentially significant breach.

13. What happens if you want to complain?

It is hoped that you will not have cause to complain. If you do, privacy complaints should be addressed in first instance to the manager. If it is not possible or appropriate to refer a privacy complaint to the manager, it may be referred to the Regulator.

Contact the manager at contact@thetuitionteam.co.uk

For more information contact www.ico.org.uk

For more information contact www.dataprotection.ie

14. Miscellaneous

This Privacy Notice will be periodically reviewed and updated.

Dated 25th May 2018