



The Tutor Centre, 29 Borough Rd, Burton DE14 2DA

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The Tutor Centre Ltd Privacy Policy

This is the privacy notice of The Tutor Centre Ltd. In this document, "we", "our", or "us" refer to The Tutor Centre Ltd.

We are company number registered in the United Kingdom.

Our registered office is at 29 Borough Road, Burton DE14 2DA

Our website is www.thetutorcentre.com

1. This is a notice to inform you of our policy about all information that we record about you. It sets out the conditions under which we may process any information that we collect from you, or that you provide to us. It covers information that could identify you ("personal information") and information that could not. In the context of the law and this notice, "process" means collect, record, store, transfer, organise, disclose, use or otherwise act on information.
2. We take seriously the protection of your privacy and confidentiality. We understand that all visitors to our website are entitled to know that their personal data will not be used for any purpose unintended by them and will not accidentally fall into the hands of a third party. Hence why we do not use trackers or cookies to monitor your activity.
3. Given the GDPR Guidelines, we are considered as Data Controllers and Data Processors.
4. We undertake to preserve the confidentiality of all information you provide to us, and hope that you reciprocate.
5. Our policy complies with UK law accordingly implemented, including that required by the EU General Data Protection Regulation (GDPR).
6. The law requires us to tell you about your rights and our obligations to you in regard to the processing and control of your personal data.
7. Except as set out below, we do not share, or sell, or disclose to a third party, any information collected about you.

Information about us and our work

We are a tuition services provider to our clients in order to deliver tuition based on the Department for Education's national curriculum across KS2 and KS5. The types of people we will collect, record and store information about will include prospective and current students, their parent/guardians and suppliers of services such as teachers who support our service offering. The information collected is for our business service offering strictly and will not be shared or transferred elsewhere excluding the terms details in this document.

Where we may collect your information from

We will collect all information that you give to us by way of communication either through our student registration form, website, by email, over the phone and any other forms of communication. The collected information may include any forms completed on our website, anything that is sent over any of our communication platforms including our website, social media pages, and instant messaging such as SMS and WhatsApp.

What information we may collect about you

Information we will lawfully collect about you (students and/or parents/guardians) will include

- Full name and date of birth
- Address
- School Name and Year attended
- Personal and/or work email address
- Contact phone number; personal, work, home
- Any special needs and medical conditions of which we need to be aware
- Notes about our communication with you in relation to the delivery of our services

- Information you might give to us and we can use for the purpose of building a working relationship to achieve the aims of our services

All the information collected about you is on a lawful and justified basis and is restricted and specifically for the purpose of our activities as a tuition services provider – namely to schedule classes and communication with parents/guardians.

What information we can collect from your activity on our website

Information which is accessible by us, and automatically recorded by our website includes:

- IP Address
- Your login information (if registered on our website)
- Your computers operating system
- How you arrived at our website
- Which web browser you use
- How much time you have spent on our website including dates/times your session(s) started and ended
- What you did on our website including clicks, scrolls and filling out forms
- Errors you encountered while browsing our website

Sources of information not already mentioned

We have very close professional relationships with teachers, schools, professional bodies and many more. It may be that through our network, we are recommended your services and/or given your details to help support our work as a tuition service provider. If we are passed your information, we will contact you to let you know that we are storing information about you by sharing this privacy notice with you. In all cases where we are storing information about you, you will receive this privacy notice and this notice will be available on our website.

How we use your information

- For students/parents: the student registration form is stored in a secure offsite storage location. Data from the registration form is stored in our database on a secure password protected PC and/or password protected cloud-based service accessible only to us.
- For teachers and other service suppliers: hard copy hire contracts are stored in a secure offsite location and any electronic scanned copies or data from the contract on our database is stored on a secure password protected password and/or password protected cloud-based service accessible only to us.
- We may contact parents by telephone, email, hard copy letters or messaging through SMS and WhatsApp in order to provide notifications necessary to the provision of our tuition services such as, but not restricted to, progress reports, change of class times, additional classes that may be of interest and payment reminders.
- We may inform you of any offering that is similar to or may supplement, the services we offer.
- We may contact you to ensure that we have accurate information/data about you.
- We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances:
 - Where it is necessary for our legitimate interests and your interests and fundamental rights do not override those interests.
 - Where we need to comply with a legal or regulatory obligation.

Generally, we do not rely on consent as a legal basis for processing your personal data. You have the right to withdraw consent to marketing at any time by contacting us.

Who your information may be shared with or viewed by

As a parent/guardian of students receiving our services, yours and your child(ren)'s details may be shared with only:

- Our staff and teachers for the purpose of contacting parents for communications relevant to the provision of the tuition services and welfare of the students.

As a teacher or supplier of services to us, your details may be shared with:

- Our staff only for the purpose of administering the hire contract, scheduling classes and communicating class information and changes.

For Parents/Guardians of registered Students receiving our services, yours and your child(ren)'s and Teachers and suppliers of other services to us, your details may be shared:

- In the event that we buy, sell or are sold, where a company may take over, be taken over by or form a merger-partnership with The Tutor Centre Ltd.
- Under any legal obligation
- Our accounting services provider for the purpose of accounting
- Our IT services provider when troubleshooting, restoring or updating our IT services
- Our Payroll services provider for ensuring the accuracy of contractors pay.
- For the purpose of any legal advice sought, our database may be viewed by an accredited professional.

Where we store & process your personal data

- All data is stored on password protected PC and/or cloud-based services.
- The cloud-based software can be access via a number of devices such as PC's and smart phones and all of these devices are password protected and/or encrypted.
- Any information stored directly on a laptop/computer/Mobile phone or other electronic devices will be encrypted and/or password protected.
- Whilst the transfer of data over the internet isn't completely secure, we have multiple measures in place to ensure that we are not "hacked" and your data will not be breached.

How long we will keep your information

- We will store your data up to 10 years after the last point of contact with yourself after which your information/data will be deleted.
- If you are either a hired teacher or other services supplier, then the absolute minimum period of time we will keep your data will be for at least 6 years as required by HMRC to keep details of our business activities.

Your rights under GDPR

You have the right to:

- Make corrections to the data we have about you
- Request for your information to be deleted and/or completely removed from our database and anywhere else it may be stored
- Halt/restrict processes and only store your information without providing our services (if a parent/guardian of registered students) or a suitable class (if a teacher) until future notice.
- Request for your information to be shared and/or transferred to a 3rd party of your choice by electronic online format
- Make a complaint to the information commissioner's office (ICO)

What we will do in case of a data breach

In the unfortunate situation where a malicious attack has occurred, or anything else where someone outside The Tutor Centre Ltd's organisation and their trusted suppliers have gained access to your information, we will immediately notify you and the Information commissioner's office.

Changes to our privacy notice

The Tutor Centre Ltd is a growing business and if there are any changes made to our privacy notice, we will update the privacy policy on our website and where appropriate, notify you of any changes.

How to contact us

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