

PRIVACY & CONFIDENTIALITY STATEMENT

Data Protection Act 2018 and General Data Protection Regulation & Compliance

This privacy and confidentiality statement explains how I use any personal information which I collect about you and why I collect it.

WHAT INFORMATION DO I NEED?

I collect only necessary information about you, for the purpose of providing the tutoring services which you have requested. I need your contact details, which includes your name, address and telephone number. It is also beneficial to have information about your age, as adult learning requirements can vary from those of younger people. All this information will be referred to as “data” in this privacy and confidentiality statement. I only have access to the data which you *voluntarily* provide, either by email or as a result of other direct contact from you.

If you are seeking more than one tuition session, or requesting a marking service, I will keep a record of what we discussed and of the feedback given. I will also keep marked assignments and any mock examinations. This will enable me to monitor progress and identify strengths and weaknesses. Only the first name of the student will appear on this data. If I am being asked to provide predicted grades and an academic reference for UCAS, I will require evidence of invigilated and marked mock examinations taken in the subjects I am not tutoring.

WHY DO I NEED THIS DATA? HOW WILL I USE IT & HOW LONG WILL I RETAIN IT?

The data will allow me to contact and respond to you and therefore help you. Your data will only be used for the purposes of supplying the service which you have requested. Any data kept in relation to your work will assist me in evaluating your progress and enable me to identify areas which may require further development.

The Contacts Form - which is as secure as it can be - receives your enquiry and emails the data to me. I then respond either by email or by telephone. Emails are deleted after a period of twelve months. They are retained for this length of time as some people make initial contact, but don't follow up their inquiry until several months later, so it is useful to have the data available for reference. Likewise, any notes or feedback given will be retained for twelve months. Some students start tuition, take a break but then return several months later. Retaining the data for twelve months allows for easy reference should that situation occur. Marked mock examinations will be kept until the student has taken the exam and obtained their result. If I am asked to provide predicted grades and/or an academic reference for UCAS, I will require evidence of invigilated and marked mock exams in the subjects I am not delivering, in addition to the one I am tutoring. This information will be retained until the student has secured their university place.

Once tuition commences, I use your data to keep in contact to arrange appointment times and offer any relevant advice. Likewise, you can contact me to advise of appointment re-arrangements or cancellations and to discuss any relevant educational issues.

In order to comply with government rules and laws, financial records are kept for six years. For security reasons, only forenames of students are used.

YOUR ACCESS TO AND CONTROL OVER INFORMATION:

At any time, you may request to see, by email, what data I hold about you. I will first contact you back to ensure that the request is genuine and not a scam. Please note that access requests should not be manifestly unfounded, excessive or repetitive.

The accuracy of your data is important. If any personal details change, please advise me by email in order that the data can be updated.

WILL I SHARE YOUR INFORMATION?

Any data provided is strictly confidential. I will not disclose or share any information about you with a third party (for marketing purposes or otherwise) unless I am required to do so in order to: i) conform to the edicts of the law or comply with legal process or ii) act under exigent circumstances to protect the personal safety of users or the public (see Safeguarding and Child Protection Policy).

If you specifically ask me to share your personal data with a third party, I will require your written permission first. If you would benefit from tuition in other subjects, or if you would like access to other educational resources which I may have, then I will ask you to complete a permission form before activating any request.

SECURITY:

I will take precautions to protect your data. When you submit your data via the website, it is protected both online and offline. Unfortunately, the transmission of data via the internet is not completely secure. While I will take steps to best protect your personal data, I cannot guarantee the security of your transmitted data; any transmission is at your own risk.

I will do my best to protect your data by securing my premises, making good use of passwords, deleting electronic records where they are not required, and shredding any printed data which is no longer needed. I have a General Data Protection Regulations Risk Assessment in place.

YOUNG PEOPLE UNDER EIGHTEEN YEARS:

If you are a prospective student, under the age of eighteen years, you must obtain the permission of your parent(s) or guardian(s) before providing any personal information. I will also require your parent(s) or guardian(s) to give their permission for tutoring sessions.

LINKS:

This website contains links to other sites. Please be aware that I am not responsible for the content, privacy and confidentiality policies and practices of other such sites. I would encourage you to be aware of, and read, the privacy and confidentiality statements on other sites which may collect personally identifiable information about you.

COOKIES:

Websites use small tracking cookies. Essential tracking cookies are required for important tasks, such as the display of site content, preferred preferences and processing transactions. You cannot opt-out of these essential cookies and using this website assumes your acceptance to having these essential cookies on your computer. Most web browsers automatically accept cookies. However, within your browser software settings, you can freely control what cookies are stored on your computer and delete them at any time.