

Privacy Notice

Education Organisations

Our contact details

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What type of information we have

We currently collect and process the following information from our education sector clients:

- student names, grades, target grades and other student information relevant to the provision of the service;
- tutor assessments of students and grades;
- relevant client contact names, contact details and correspondence.

How we get the information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- designing and delivering tutoring;
- reporting to our clients;
- monitoring service quality;
- administration and invoicing.

Information is also generated by our tutors for the purpose of assessing and reporting student progress.

Lawful bases for processing and purposes

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) primarily, we have a contractual obligation and use the information to deliver our services;
- (b) we have a legitimate interest, for instance in monitoring the quality of our service;
- (c) we have a legal obligation, for instance if we are required to provide information to the police or other legitimate investigating or monitoring bodies;
- (d) your consent, for instance if you wish to be on our mailing for service information updates. You can remove your consent at any time by contacting our offices or our Data Protection Lead (details above).

Who we share information with

We share student information with the tutors allocated to deliver the services.

How we store your information

Your information is stored on cloud file servers located primarily in the UK, EU and US.

All are certified to SOC1, SOC2 and ISO 27001 security standards as a minimum, most are more. Regulations governing data protection are primarily GDPR or, secondarily, the CCPA (California Consumer Privacy Act).

We implement user level security and access to data is provided on a ‘need-to-know’ basis.

Data retention periods

We keep legal and financial records for the statutory periods. Student information and general correspondence is kept as follows:

Student data (usually but not always anonymised)	6 weeks post end of service
Tutor assessments and grades	Duration of student’s time in school
Student survey and service feedback	Duration of school and/or tutor contract
General correspondence	2 years

Your data protection rights

Under data protection law, you have rights including:

Your right of access

You have the right to ask us for copies of your personal information.

Your right to rectification

You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure

You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing

You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing

You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability

You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

In most cases, you are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you unless there are extenuating circumstances under the legislation.

Please contact us via the contact at the head of this document if you wish to make a request.

How to complain

If you wish to complain about our use of your data, please in the first instance contact our Data Protection Lead (contact details at the top of this document). You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113