

Parents and Carers' Privacy Notice

This privacy notice tells you how we use and store your personal data.

Our contact details: 165B Notley Road, Braintree, Essex, CM7 1HF

Phone:

Email: braintreemathstutorsuk@outlook.com

The personal information we collect

We collect or use the following information:

- Your name and contact details
- Names and contact details of your child(ren)
- Pronoun preferences for your child(ren)
- Date of birth of your child(ren)
- Special Educational Needs and Disabilities (SEND) or additional support information (if relevant)

How we use this information

We use the personal information we hold for the following purposes:

- To communicate effectively with you on session dates and times
- Invoicing
- Creating and sending progress reports
- For effective record keeping
- For sending you and/or your child helpful materials, tasks to complete, feedback and website links

Your data protection rights:

- right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- right to erasure - You have the right to ask us to delete your personal information.
- right to restriction of processing - You have the right to ask us to limit how we can use your personal information.
- right to object to processing - You have the right to object to the processing of your personal data.
- Your right to data portability - You have the right to ask us to transfer the personal information you gave us to another organisation (such as a new tutor or school)..
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time.

You can find out more about your rights on the [ICO website](#):

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice. If you make a request, we must respond to you without undue delay and in any event within one month.

Lawful bases for holding your data

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information.

Our lawful bases for collecting or using personal information for student education and welfare and for generating invoices are:

- Consent. By completing our contract, you agree to provide your personal details and those of your children. You have the right to withdraw this consent at any time
- Contract. We need to collect or use the information so we can enter into or fulfil our contract with you.
- Legitimate interests: it benefits you and our business for us to hold your details. This without causing an undue risk of harm to anyone.

Where we get personal information from

We only obtain personal data directly from you.

How long we keep information

Retention schedule:

We will not hold data any longer than needed for the purposes stated above.

Who we share information with

We do not share personal data with any third parties.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we’ve used your data after raising a complaint with us, you can also complain to the ICO.

The ICO’s address:

Information Commissioner’s Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>