



Tutoring Privacy Policy

To provide an effective service, Olivander Education store the personal data of the client and any children or young people for whom we are providing a service. We commit to taking all reasonable precautions to ensure that this data is stored securely, and ensure we are compliant with the General Data Protection Regulations (GDPR).

What personal data do we store?

- **Name, age, date of birth, school, and our assessment and observations data** of the children and young people we tutor.
- **Name, address, telephone number and email address** of the parents of the children and young people we tutor.
- **Any other documentation** provided by parents or carers to assist in preparation for lessons e.g. School reports, EHCPs, SEND reports etc.

How do we store personal data?

- **Tutorbird:** We use Tutorbird for the storage of all personal data. You can view their privacy policy here. <https://www.tutorbird.com/privacy-policy/>
- **GoDaddy:** All email communication is handled by Microsoft subject to their privacy policy. All data is protected by GDPR regulations.
- **Laptop:** Data is accessed using the business laptop and tablet with MacAfee Security.
- **Stripe:** We offer the use of stripe for payments. We do not handle bank details directly and any data provided to Stripe is covered by their Privacy Policy. <https://stripe.com/gb/privacy>

How can you request to see the personal data we hold?

- **Subject Access Request:** A written 'Subject Access Request' can be made as per UK GDPR law. We commit to provide data within 14-days.
- **Right to erasure:** You can ask us to delete any data held on you or your child or young person by writing to us. We will endeavour to delete all data within 28-days of your requests or provide a written statement of our intention to maintain your data.
- **Exemptions:**
 - Invoices and the data they contain will be retained in financial records for a period of 7-years. They may be shared with the HMRC for auditing purposes in line with established legal practices.
- **Release of data to third parties:**
 - We will release data to third parties, only with your written consent.
 - We reserve the right to release data to law enforcement and other statutory organisations without consent or knowledge in the case of safeguarding concerns.