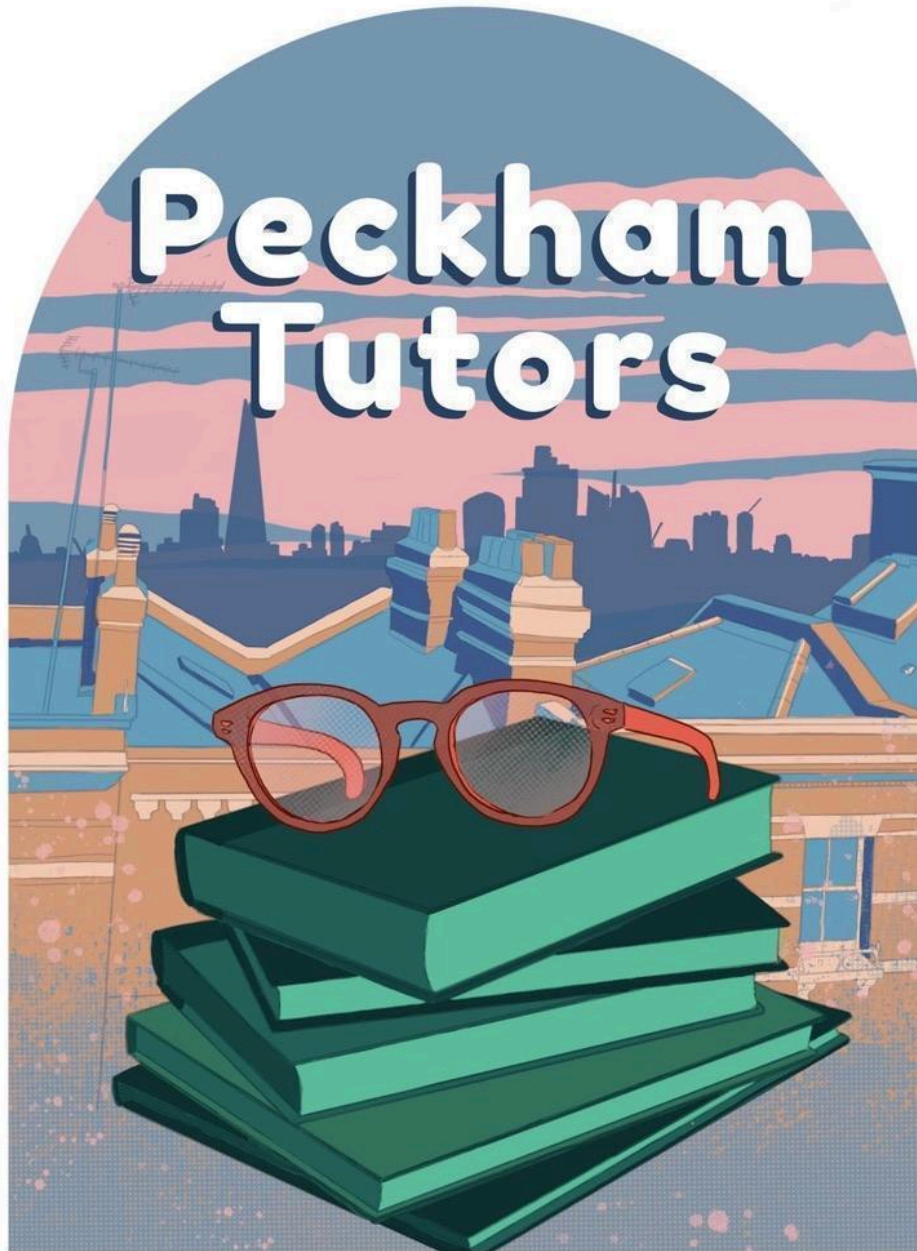


Peckham Tutors Ltd

Privacy Policy



1. Introduction

This Privacy Policy explains how Peckham Tutors Ltd (“Peckham Tutors”, “we”, “our”, or “us”) collects, uses, stores and protects personal data in connection with our tutoring services and website.

We are committed to handling personal data lawfully, fairly, securely and transparently in accordance with applicable UK data protection legislation, including the UK General Data Protection Regulation (“UK GDPR”) and the Data Protection Act 2018.

This Privacy Policy applies to parents, guardians, students, prospective clients, website visitors and other individuals who enquire about or use our tutoring services.

By using our website or engaging with our services, you acknowledge the practices described in this Privacy Policy.

2. Data Controller

For the purposes of UK data protection legislation, the data controller is:

Peckham Tutors Ltd

Company No. 17216958

Registered in England & Wales

Registered Office:

28a Tresco Road

London

SE15 3PX

United Kingdom

Email: hello@peckhamtutors.co.uk

Peckham Tutors Ltd is responsible for determining how and why personal data is processed in connection with its business operations.

3. Personal Data We Collect

We may collect and process the following categories of personal data.

Information provided by Clients, Parents, Guardians and Students

This may include:

- Names of parents, guardians and students.

- Email addresses and telephone numbers.
- Residential and lesson addresses.
- School and year group information.
- Academic information, including subjects studied, educational progress and learning objectives.
- Information about additional learning needs or educational support requirements.
- Lesson scheduling information and tutoring preferences.
- Payment and invoicing details.
- Relevant communications between Clients, Tutors and Peckham Tutors Ltd.
- Any other information voluntarily provided in connection with tutoring services.

Where relevant to providing appropriate tuition or safeguarding support, we may also receive information about a Student's health, disability, special educational needs or other personal circumstances.

We only collect such information where it is necessary and appropriate for the services being provided.

Information collected automatically through our website

Depending on how our website is configured, this may include:

- Browser type.
- Device information.
- IP address.
- Operating system.
- Website usage information.
- Cookie-related information.
- Website analytics information.

This information may be collected for website functionality, security, performance monitoring and service improvement purposes.

4. How We Use Personal Data

We may use personal data for the following purposes:

- Responding to enquiries about tutoring services.
- Arranging and managing tutoring services.
- Matching Students with appropriately qualified and vetted Tutors.
- Communicating with Clients, Students and Tutors.
- Scheduling lessons and coordinating tuition arrangements.
- Providing Tutors with relevant information about Students' academic needs and learning objectives.
- Monitoring tutoring arrangements and providing ongoing support.

- Issuing invoices and administering payments.
- Maintaining accurate administrative and financial records.
- Managing safeguarding concerns and supporting Student welfare.
- Responding to complaints, concerns or requests.
- Improving our services and website.
- Complying with applicable legal and regulatory obligations.

Where permitted by law, we may also use contact details to send relevant information about our services.

Where consent is required for marketing communications, we will obtain it before sending them. Individuals may opt out of marketing communications at any time.

5. Lawful Basis for Processing

We process personal data only where we have a lawful basis under UK data protection legislation.

Depending on the circumstances, this may include:

Performance of a Contract

Where processing is necessary to arrange, administer or provide tutoring services under an agreement with a Client.

Legal Obligations

Where processing is necessary to comply with applicable legal requirements, including accounting, tax and relevant safeguarding obligations.

Legitimate Interests

Where processing is necessary for our legitimate business interests, provided these interests are not overridden by the rights and freedoms of the individuals concerned.

This may include responding to enquiries, coordinating tutoring arrangements, maintaining appropriate records, protecting our services and managing communications.

Consent

Where an individual has given consent for a particular purpose, such as certain marketing communications or the use of non-essential website cookies.

Where we process special category personal data, such as information about a Student's health or disability, we will also identify an appropriate additional condition under Article 9 of the UK GDPR.

Where criminal offence information is processed in connection with safeguarding, we will ensure that an appropriate legal basis and any additional legal conditions are satisfied.

We do not rely on consent where another lawful basis is more appropriate.

6. Sharing of Personal Data

We take privacy seriously and do not sell personal data to third parties.

We may share relevant personal information with Tutors introduced through Peckham Tutors Ltd where necessary to arrange and deliver tutoring services.

This may include:

- Student name.
- Year group and school information.
- Relevant academic information.
- Learning objectives and educational support requirements.
- Contact details required for arranging lessons.
- Lesson location and scheduling information.
- Other information reasonably necessary to support the Student's learning or welfare.

Tutors are expected to treat all personal information confidentially, maintain appropriate professional boundaries and comply with applicable data protection obligations.

We may also share information with trusted third-party service providers who support our operations, including:

- Invoicing and accounting software providers.
- Payment processing services.
- Email and communication platforms.
- Website hosting providers.
- Administrative and document storage services.
- Professional advisers where appropriate.

Where personal data is shared with service providers acting on our behalf, we take appropriate steps to ensure that suitable data protection arrangements are in place.

We may also share relevant information with safeguarding authorities, emergency services or other appropriate organisations where necessary to protect the welfare of a child or another individual, or where disclosure is required or permitted by law.

We only share personal data where there is an appropriate lawful basis and where the disclosure is necessary and proportionate.

7. Data Security

We implement reasonable technical and organisational measures to protect personal data from:

- Unauthorised access.
- Misuse.
- Unlawful disclosure.
- Alteration.
- Accidental loss.
- Destruction.

Access to personal information is restricted to individuals who reasonably require it for tutoring, administration, safeguarding or other legitimate business purposes.

Tutors are expected to handle Student and family information securely and confidentially.

While we take reasonable precautions to protect personal data, no method of electronic transmission or storage can be guaranteed to be completely secure.

8. Data Retention

We retain personal data only for as long as reasonably necessary for the purposes for which it was collected.

This may include retaining information to:

- Provide and administer tutoring services.
- Maintain accurate financial and accounting records.
- Comply with applicable legal obligations.
- Meet safeguarding requirements.
- Respond to enquiries, complaints or disputes.
- Establish, exercise or defend legal claims where necessary.

Financial and accounting records will be retained for the periods required by applicable law.

Student and Client information will be retained for as long as necessary to manage tutoring arrangements and meet relevant administrative, legal and safeguarding requirements.

Safeguarding records may need to be retained for longer periods where appropriate, taking account of the nature of the information and applicable safeguarding guidance.

Where personal information is no longer required, it will be securely deleted or anonymised.

Individuals may contact us to request further information about the retention of their personal data.

9. Children's Privacy

Peckham Tutors Ltd provides tutoring services primarily to children and young people, with arrangements generally made by their parents or guardians.

We recognise that children's personal information requires particular care and protection.

We may collect and process information about Students where necessary to:

- Arrange and deliver appropriate tuition.
- Understand individual learning needs.
- Support academic progress.
- Communicate with parents, guardians and Tutors.
- Maintain appropriate safeguarding procedures.
- Protect the welfare of Students.

This may include information about a Student's educational progress, learning difficulties, disabilities, special educational needs or relevant health conditions.

Where such information constitutes special category personal data, we will ensure that an appropriate lawful basis and additional processing condition apply.

We limit access to children's personal information to those who reasonably require it for tutoring, administration or safeguarding purposes.

We do not use children's personal information for unrelated marketing purposes.

Parents and guardians may contact us with questions or concerns about how their child's personal information is collected, used or stored.

10. Your Rights

Under UK data protection legislation, individuals may have the right to:

- Request access to personal data we hold about them.
- Request correction of inaccurate or incomplete personal information.
- Request deletion of personal data in certain circumstances.
- Object to certain processing activities.
- Request restriction of processing in certain circumstances.

- Withdraw consent where processing is based on consent.
- Request a copy of personal data in a portable format, where applicable.
- Raise concerns regarding the handling of their personal information.

These rights are subject to applicable legal conditions and exemptions.

Requests may be submitted using the contact details provided in this Privacy Policy.

We will respond to requests in accordance with applicable data protection legislation.

Individuals also have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Information Commissioner's Office:

Website: <https://ico.org.uk>

We encourage individuals to contact us first if they have concerns so that we have an opportunity to address them.

11. Cookies & Website Usage

Our website may use cookies and similar technologies to support website functionality, security, performance monitoring and user experience.

Depending on the technologies used, cookies may help us:

- Ensure that the website functions correctly.
- Maintain website security.
- Understand how visitors use the website.
- Monitor website performance.
- Improve website functionality and user experience.

Some cookies are strictly necessary for the operation of the website.

Other cookies, including certain analytics or marketing cookies, may require consent before they are placed on a visitor's device.

Where consent is legally required, we will obtain it before using those cookies and provide visitors with appropriate information and options to manage their preferences.

Visitors may also adjust their browser settings to restrict or refuse cookies.

Restricting certain cookies may affect website functionality.

12. International Data Transfers

Some third-party service providers used by Peckham Tutors Ltd may process or store personal data outside the United Kingdom.

Where personal data is transferred internationally, we will ensure that appropriate safeguards are in place in accordance with applicable UK data protection legislation.

These may include UK adequacy regulations or other approved transfer mechanisms, where required.

13. Third-Party Links

Our website may contain links to third-party websites or services, including external educational resources or communication platforms.

We are not responsible for the privacy practices or content of external websites.

We encourage visitors to review the privacy policies of any third-party websites they access.

14. Changes to This Privacy Policy

We may update this Privacy Policy periodically to reflect changes in:

- Legal requirements.
- Business operations.
- Tutoring arrangements.
- Data protection practices.
- Website functionality.
- The services we provide.

The most recent version will be published on our website, together with the date of the latest update.

Where changes materially affect how personal data is processed, we will take appropriate steps to inform affected individuals where required.

15. Contact Details

If you have any questions regarding this Privacy Policy or how your personal data is handled, please contact:

Peckham Tutors Ltd

Email: hello@peckhamtutors.co.uk

Registered Office:

28a Tresco Road

London

SE15 3PX

United Kingdom

Company Number: 17216958

Last updated: October 2026