Mastrelli Maths
Privacy Policy

Last updated: 21 September 2026

Applies to online tutoring and related educational services provided by Mastrelli Maths.

1. Who we are

Mastrelli Maths provides online mathematics tutoring and related educational services. For the purposes of UK data protection law, Mastrelli Maths is the data controller of the personal information described in this Privacy Policy.

Business name: Mastrelli Maths
Legal trader name/status: Partnership
Website: www.mastrellimaths.co.uk
Email: mastrellimaths@gmail.com
If you have questions about this Privacy Policy or how we use personal information, please contact us using the details above.

2. The information we collect

The personal information we collect depends on how you interact with us. It may include:

- your name;
- your email address;
- your telephone number;
- details provided when you make an enquiry;
- information relating to tutoring arrangements and lessons;
- information needed to identify and reconcile payments made by bank transfer or PayPal;
- correspondence between you and Mastrelli Maths, including communications by email, telephone, text message or WhatsApp;
- information about a pupil that is reasonably necessary to provide tutoring services, such as their name, age or school year, subjects studied, educational needs, progress and learning objectives;
- lesson recording data where an online lesson is recorded in accordance with section 5 below;
- technical information relating to your use of our website, such as IP address, browser information and information collected through cookies or similar technologies.

We aim only to collect personal information that is reasonably necessary for the relevant purpose.

3. Information about children and young people

Many of our tutoring services are provided to children and young people. We recognise that children's personal information deserves particular protection.

Where a parent or guardian arranges tuition for a child, we may collect information about both the parent or guardian and the pupil.

We only use pupil information where reasonably necessary to arrange and provide tuition, understand educational needs and learning objectives, communicate about lessons and progress, maintain appropriate tutoring records, and meet legal or safeguarding responsibilities.

We aim to explain the way we use personal information in a clear and age-appropriate manner where appropriate. Parents and guardians are encouraged to contact us if they have questions about information we hold about their child.

4. How we collect personal information

We may collect information:

- when you contact us through our website;
- when you contact us by email, telephone, text message, WhatsApp or another communication method;
- when you enquire about or arrange tutoring;
- when you or a pupil takes part in tutoring;
- when you make a payment by bank transfer or PayPal;
- when you use our website;
- where appropriate, from a parent or guardian arranging tuition on behalf of a pupil;
- where appropriate, from a school or other educational setting that has engaged us to provide a service and is permitted to share the information with us.

5. How and why we use your information

Responding to enquiries

We use contact information and the details of your enquiry so that we can respond to you and discuss our tutoring services. Our lawful basis will normally be taking steps at your request before entering into a contract and/or our legitimate interests in responding to enquiries about our services.

Arranging and providing tutoring

We use information about customers and pupils to arrange lessons, provide tuition, communicate about lessons and monitor educational progress. Our lawful basis will normally be that this processing is necessary to perform our contract with you or to take steps before entering into a contract. Where appropriate, we may also rely on our legitimate interests in providing an effective tutoring service.

Providing lessons using Zoom and recording lessons

Online tutoring sessions are provided using Zoom. When you or a pupil takes part in a Zoom lesson, Zoom may process information associated with the meeting, such as names, IP addresses, device or technical information and audio or video transmitted during the session.

Mastrelli Maths currently records online lessons as part of its safeguarding arrangements. Recordings are used only for safeguarding, accountability and, where appropriate, review of a specific concern. They are not used for marketing, general monitoring or unrelated purposes.

Our lawful basis for recording is our legitimate interests in safeguarding pupils and tutors and maintaining appropriate safeguarding arrangements. We keep the necessity and proportionality of routine recording under review and will stop or change the practice if the same safeguarding purpose can reasonably be achieved by a less intrusive method.

Recordings are stored securely, access is restricted to authorised persons who genuinely need access, and a parent or guardian may be given access where appropriate. Recordings are retained for a maximum of 28 days and are then permanently deleted, unless a particular recording needs to be preserved for longer because it relates to a safeguarding concern, complaint, legal obligation or dispute. Any such extended retention will be limited to what is reasonably necessary.

Zoom operates as a separate technology service provider and has its own privacy information explaining how it processes personal data.

Managing our relationship with you

We may use personal information to communicate about lesson bookings, timetable changes, cancellations, tutoring arrangements, educational progress, payments and other administrative matters relating to our services. This may include communication by email, text message or WhatsApp. Our lawful basis will normally be performance of our contract with you and/or our legitimate interests in managing our tutoring business.

Payments

Payments to Mastrelli Maths are usually made by bank transfer, although some customers may choose to pay using PayPal. When you make a payment by bank transfer, our bank may provide information such as the account holder's name, payment amount, payment date, payment reference and other information normally shown on a bank transaction record.

When you choose to pay using PayPal, PayPal processes the payment and may provide Mastrelli Maths with information relating to the transaction, such as your name, email address, payment amount, transaction reference and payment status.

Mastrelli Maths does not receive or store your online banking login details or your full payment card details. We use payment information to identify and reconcile payments, maintain our accounts and administer our tutoring services. Our lawful basis is normally performance of our contract with you and compliance with legal obligations relating to accounting and taxation.

Maintaining appropriate records

We may retain records relating to tutoring, correspondence, lessons and payments where reasonably necessary for business administration, dealing with queries, resolving disputes, safeguarding, insurance purposes or complying with legal obligations. Our lawful basis may include performance of a contract, compliance with a legal obligation and our legitimate interests in maintaining appropriate business records.

Operating and protecting our website

We may process limited technical information to operate our website, maintain its security, prevent misuse and diagnose technical problems. Depending on the technology involved, we may rely on our legitimate interests, consent or another lawful basis permitted by law. More information about cookies and similar technologies is provided below.

6. Special category information

We do not routinely seek sensitive or 'special category' personal information. However, a parent, guardian or pupil may sometimes provide information concerning health, a disability, a learning difficulty or another matter relevant to providing appropriate tutoring.

Where we need to use this type of information, we will only do so where permitted by data protection law and where an appropriate lawful condition applies. We will take particular care with sensitive information and will not collect more than is reasonably required.

7. Who we share information with

We do not sell your personal information.

We may share or make personal information available where reasonably necessary to run our business, provide our services, protect a child or another person, or comply with the law. Recipients may include:

- Zoom, for online tutoring sessions;
- WhatsApp/Meta, where WhatsApp is used for communications;
- our bank, in connection with payments by bank transfer;
- PayPal, where you choose to make a payment using PayPal;
- our website hosting and website service providers;
- our email provider;
- IT or technical support providers;
- accountants, insurers or legal advisers where necessary;
- a school safeguarding lead or other appropriate member of school staff where relevant to a safeguarding concern;
- local authority children's social care, the police or another appropriate safeguarding or statutory body where sharing is necessary and lawful to protect a child or another person;
- regulators, courts, public authorities or law-enforcement bodies where disclosure is required or permitted by law.

Our website may also use third-party security technology such as Google reCAPTCHA, which may process technical information about website visitors. PayPal, Zoom, WhatsApp/Meta and other third-party providers may operate as separate service providers and publish their own privacy information.

8. International transfers

Some technology providers we use may process or make personal information accessible outside the United Kingdom. This may include Zoom, PayPal, WhatsApp/Meta and other website or technology providers.

Where UK data protection law treats the processing as a restricted international transfer, appropriate safeguards must be used. These may include transfers to countries covered by UK adequacy arrangements or approved contractual safeguards.

9. How long we keep personal information

We do not keep personal information for longer than reasonably necessary. The appropriate retention period depends on the information, the reason we hold it and any legal, safeguarding, insurance or dispute-related requirements.

- General enquiries: normally deleted within 12 months after the enquiry is closed, unless there is a reasonable business or legal reason to retain them longer.
- Tutoring and customer records: normally retained for up to 6 years after the end of the customer relationship where needed for contract, tax, accounting, insurance or dispute purposes. Information that is not needed for those purposes may be deleted sooner.
- Payment and financial records: retained for the period required by applicable tax and accounting rules.
- Routine Zoom lesson recordings: retained for a maximum of 28 days and then permanently deleted, unless a particular recording must be preserved for a safeguarding concern, complaint, legal obligation or dispute.
- Safeguarding records: retained separately and for as long as reasonably necessary having regard to the nature of the concern, the age of the pupil, applicable safeguarding guidance, insurance requirements and any legal obligations.
- Information that is no longer required will be securely deleted or anonymised where appropriate.

We periodically review the personal information we hold and these retention periods. Where a specific legal or safeguarding reason requires a different period, that reason will take priority.

10. How we protect your information

We take reasonable technical and organisational measures to protect personal information against unauthorised access, accidental loss, alteration, disclosure or destruction.

These measures may include password protection, appropriate access controls, secure devices and software, reputable technology providers, limiting access to information to those who genuinely need it, and applying restricted access to lesson recordings and safeguarding information.

However, no internet or electronic storage system can be guaranteed to be completely secure.

11. Your data protection rights

Depending on the circumstances, UK data protection law gives you rights relating to your personal information. These may include the right to:

- be informed about how we use your information;
- ask for access to the personal information we hold about you;
- ask us to correct inaccurate or incomplete information;
- ask us to delete personal information in certain circumstances;
- ask us to restrict how we use personal information in certain circumstances;
- object to certain uses of your information;
- receive certain personal information in a portable format where applicable;
- withdraw consent at any time where we rely on consent.

Not every right applies in every situation. To exercise a right, contact us at mastrellimaths@gmail.com. We may need to confirm your identity before dealing with a request. There is normally no charge for exercising data protection rights.

12. Data protection complaints

If you are unhappy with the way Mastrelli Maths has used or handled your personal information, please contact us first at mastrellimaths@gmail.com. Please give us enough information to understand your concern and investigate it appropriately.

We will acknowledge a data protection complaint promptly, normally within 7 days, and will take appropriate steps to investigate and respond without undue delay. We will keep you appropriately informed and tell you the outcome of our investigation.

You also have the right to raise concerns with the UK's independent data protection regulator, the Information Commissioner's Office (ICO). Information about making a complaint is available at www.ico.org.uk.

13. Cookies and website technology

Our website may use cookies and similar technologies. Some may be necessary for the website to operate properly and securely. Third-party security services may also use cookies or similar technology.

Where consent is required before a cookie or similar technology is used, we will seek that consent before the relevant non-essential technology is activated. You can also control many cookies through

your browser settings. Further information should be provided through any cookie banner or cookie settings made available on the website.

14. Our blog

Mastrelli Maths publishes articles and other educational content on its website blog. Simply reading our blog does not mean that you are subscribing to a newsletter or marketing mailing list. We do not currently operate an email newsletter through the blog.

15. Links to other websites

Our website may contain links to websites operated by other organisations. Mastrelli Maths is not responsible for the privacy practices of third-party websites. We recommend reading their privacy information before providing them with personal information.

16. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our services, the way we use information or applicable law. The latest version will be published on this page and the 'last updated' date will be changed accordingly.

17. Contact us

If you have questions about this Privacy Policy, want to exercise a data-protection right or wish to make a data-protection complaint, please contact:

Mastrelli Maths
Email: mastrellimaths@gmail.com