



Kernow Tuition Privacy Notice

Last updated: 25.06.2025

This Privacy Notice is written in accordance with the Data Protection Act 2018, the UK General Data Protection Regulation (UK GDPR), and related legislation. It explains how Kernow Tuition Limited collects, uses, stores, and protects your personal information when you use our tuition services. These services may take place at your home, in our centres, or in schools.

Who We Are

Kernow Tuition Limited is responsible for your personal data and acts as the data controller when you engage with us directly. In cases where we process data provided by schools, we act as a data processor.

Our registered address is: Kernow Tuition Limited, 12 Chi Teyrdelen, Stret Dor Wartha, Nansledan, Newquay, Cornwall TR8 4RT.

You can contact us by phone at 01637 873862 or via email at learn@kernowtuition.co.uk. Our ICO Registration Number is ZB817364.

Our Data Protection Lead is Fay Morris, Managing Director. She can be contacted using the details above.

What Personal Data We Collect

We may collect and process various types of personal information. This includes: - Your name and contact details - Your child's age and date of birth - Educational history and achievements - Health and special educational needs (SEN) data, with your consent - Details about parents or guardians - Referral information from schools or Local Authorities - Information related to your interactions with our website, such as your IP address, browser type, and usage data

How We Collect Personal Data

We collect personal information through different methods, including: - Direct interactions when you complete forms, call us, email us, or write to us - Our website, which may collect data through cookies and usage tracking - Referrals or communications from schools, Local Authorities, or healthcare professionals.



Legal Grounds for Processing Your Data

We rely on several legal bases for processing your data: - Your consent, such as when you allow us to use photographs for marketing - The need to perform a contract with you for tuition services - Compliance with legal obligations, including safeguarding or reporting - Protection of vital interests, such as medical emergencies - Public interest in providing education - Legitimate interests, such as improving services and business operations, while ensuring your rights are not overridden

Special Categories of Data

Sometimes, we need to collect sensitive personal data, such as health or SEN information, to provide appropriate support for your child. We will always ask for your explicit consent before collecting this information. We use such data to support learning needs, safeguard student welfare, and provide medical or pastoral care.

How We Use Your Data

We use the personal information we collect to: - Design and deliver personalised learning programmes - Monitor your child's academic progress - Provide appropriate pastoral and safeguarding support - Evaluate and improve the quality of our services - Fulfil our legal and contractual obligations.

Marketing Communications

With your consent, we may send you updates about our services, promotions, or events. You can opt out of receiving marketing emails at any time by contacting us. We will not share your data with third parties for their own marketing purposes without your explicit permission.

Sharing Your Personal Data

We may need to share your data with: - Schools, Local Authorities, or agencies that referred your child for tuition - Third-party IT service providers and cloud storage platforms who securely process data on our behalf - Another organisation in the event of a business sale, merger, or acquisition.

We ensure that all third parties we work with are required to respect your data privacy, maintain confidentiality, and use your data only for specified and lawful purposes.

We may also disclose information without your consent if required by law or for safeguarding purposes.



International Data Transfers

We store your personal data within the UK or the European Economic Area (EEA). If data ever needs to be transferred outside these areas, we will only do so when adequate safeguards are in place. These safeguards may include: - A decision from the European Commission that the country offers adequate protection - Use of approved contractual terms that protect your data - Your explicit consent.

Data Retention

We keep your personal information only as long as necessary. Typically, we retain student records for six years after they leave our services to comply with legal and tax obligations. In some cases, we may anonymise data for research or statistical purposes and use it indefinitely without further notice.

Your Rights

You have several rights regarding your personal data, including: - The right to access the information we hold about you - The right to request correction or deletion of your data - The right to limit or object to how we process your data - The right to request the transfer of your data to another service provider - The right to withdraw your consent at any time, where applicable

To exercise any of these rights, please contact our Data Protection Lead. We may ask for identification to confirm your identity and will respond within one month. You can also learn more about your rights from the Information Commissioner's Office at <https://ico.org.uk>.

Automated Decision-Making

We do not make decisions based solely on automated processing or profiling that would significantly affect you or your child.

Website and Cookies

Our website may collect data about your interactions through the use of cookies or analytics tools. These help us understand how visitors use our site and improve our services. You can control cookie settings through your browser preferences.



Updates to This Privacy Notice

We may update this Privacy Notice occasionally. When we do, we will publish the updated version on our website. We encourage you to check it periodically.

Contact and Complaints

If you have any concerns about how we use your personal information, please contact: Fay Morris, Data Protection Lead Email: learn@kernowtuition.co.uk Tel: 01637 873862

If you are not satisfied with our response, you may raise a concern with the Information Commissioner's Office via <https://ico.org.uk/concerns>.

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