



Kernow Tuition Privacy Notice (External)

Responsibility for review of the policy	Date of approval	Date of review (annual)
Fay Morris	01.10.2025	31.09.2026

This document has been prepared in accordance with the Data Protection Act 2018, the UK General Data Protection Regulation (UK GDPR) and other related legislation and explains how we collect, use, and protect your personal information when you engage with our face-to-face tuition services whether that is within the students home, within Kernow Tuition centres or within the students school. The business name is Kernow Tuition Limited. For purposes in the document, we will refer to the business as Kernow Tuition.

1. Who we are:

Our contact details are: Kernow Tuition Limited, 12 Chi Teyrdelen, Stret Dor Wartha, Nansledan, Newquay, Cornwall TR8 4RT, Tel: 01637 520148 email: learn@kernowtuition.co.uk. Our ICO registration number is ZB817364.

For the personal data that you provide as part of purchasing our services, Kernow Tuition is the data controller. For the personal data that schools might provide to Kernow Tuition regarding students who have been selected or referred to take part in the provision, Kernow Tuition are the data processor.

For all queries relating to this privacy notice please contact Fay Morris, Kernow Tuition Managing Director using the above details.

This privacy notice advises parents, carers, and guardians of Kernow Tuition data protection responsibilities on the collection and processing of personal information collected and processed.

Parents, carers, or guardians can exercise your child's data protection rights on their behalf. Current guidelines state that when your child is older (usually when they reach the age of 13) they may be considered mature enough to exercise their own data protection rights and their permission may be sought to exercise these rights from the child.

2. What is covered in this privacy notice:

This privacy notice provides details about:

- The personal information we collect on students, parents, carers and guardians.
- How we collect that personal information.

- What we do with the personal information.
- Your rights in relation to any personal information held and processed by Kernow Tuition.

Fay Morris, Kernow Tuition Managing Director is the Data Protection Lead within Kernow Tuition, Fay has the responsibility for ensuring that student's personal information is held and processed in the correct way. Fay can be contacted via email at: learn@kernowtuition.co.uk should you have any questions about this policy, or requests for further information.

3. What is personal information and what does processing mean?

Personal information is any information that relates to any individual that can be used directly or indirectly to identify that individual, this is particularly important when the processing of personal information relates to a child.

Personal information and processing are defined as follows:

- Personal data is information relating to an identifiable person, i.e. can be identified, directly or indirectly, by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that person (GDPR article 4).
- Special categories of personal data means information about an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and biometric/genetic data (GDPR article 9).
- Processing means any set of operations which is performed on personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure, or destruction (GDPR article 4).

4. Data protection principles

We process personal data about parents, carers and students in accordance with the following data protection principles:

- We process personal data lawfully, fairly and in a transparent way.

- We collect personal data only for specified, explicit and legitimate purposes.
- We process personal data only where it is adequate, relevant, and limited to what is necessary for the purposes of processing.
- We keep accurate personal data and take all reasonable steps to ensure that inaccurate personal data is rectified or deleted without delay.
- We keep personal data in a form which permits identification from personal data for no longer than is necessary for the purpose of the processing or, if for longer periods, for such reasons as permitted by the GDPR.
- We adopt appropriate measures to make sure that personal data is secure, and protected against unauthorised or unlawful processing, and accidental loss, destruction, or damage.

In this privacy notice, we explain the reasons for processing this personal data, how we use such data and the legal basis for processing. We will not process personal data of individuals for reasons other than the stated purpose or purposes.

Where we process special categories of personal data to perform our obligations, this is done using additional protections or for legal reasons. We will update personal data promptly if an individual advises us that their information has changed or is inaccurate.

5. Our legal basis (grounds) for processing personal data

There are a number of reasons why we hold, process, and share personal data. Under data protection laws, the lawful reasons for processing personal data include:

- Consent.
- For the performance of a contract.
- To comply with a legal obligation.
- To protect the vital interests of the pupil or another person.
- For a task carried out in the public interest.
- For a legitimate interest of Kernow Tuition or one of the organisations it shares data with (e.g. schools, Local Authorities) except where those rights are overridden by the interests or fundamental rights and freedoms of the data subject which require protection, particularly in the case of a child.

Sometimes the handling of students personal data falls within several of the above lawful grounds.

➤ **Consent**

We may ask for your consent to use your or your child's information in certain ways, such as having their photograph taken or to record training sessions to record learning. If we ask for your consent to use your child's personal data, you can refuse or take back this consent at any time. Any use of your child's information before you withdraw your consent remains valid.

➤ **Performance of a contract**

On some occasions, the Kernow Tuition will process personal data for the performance of a contract and to deliver services against that contract.

➤ **Legal obligation**

This is where we need to use an individual's personal data to comply with a legal obligation.

Statutory reporting requirements to the Department for Education (DFE) are included within this section. As is disclosing information to third parties such as the courts or the police where we are legally obliged to do so.

➤ **Vital interests**

This legal basis can be used where, for example, we need to disclose information about an individual to prevent them or someone else from being seriously harmed or killed. An example can include providing information to a medical professional about an individual in circumstances where they are unable to provide the information themselves or you are unable to. It may cover an emergency situation.

➤ **Public interest**

We consider that we are acting in the public interest when providing educational services.

Specifically, we have a public interest in:

- Providing additional Maths and English services to students from pre-school and GCSE ages.
- Fulfilling our safeguarding obligations and investigating complaints that may require access to personal data when investigating complaints by others.

➤ **Legitimate interests**

There are several legitimate interests for which we hold, retain, process, and share personal data and is used in the interest of our business in conducting and managing our business to enable us to give you the best service or product and the most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by writing to us.

6. Why do we collect and process personal data?

We use personal data to:

- Create personalised learning programmes.
- Support student learning.
- Monitor and report on student progress.
- Provide appropriate pastoral care.
- Assess the quality of our services.
- Comply with the law regarding data sharing.

7. How do we obtain personal data?

We obtain personal data in a variety of ways. Some of the information will come directly from you when you contact us by filling in contact forms on our website, or corresponding with us by post, phone, email or other contact methods to discuss our services or engage with us to provide tuition services.

We may also obtain personal information about you and / or your child directly from the school your child attends, your Local Authority or agencies such as healthcare professionals in the form of referrals for the provision of additional tuition services.

8. With whom do we share personal data?

We do not share personal information about you or our students with anyone without consent unless the law and our safeguarding responsibilities allow or require us to do so except in the following circumstances.

- Student data, where it is reasonable to do so, may also be shared with the organisations that have referred the student in order to provide attainment and progress data where appropriate.
- A contract with a third-party IT services provider or as part of cloud-based storage who may also process personal data for the purpose of securely managing and protecting all data held by Kernow Tuition.
- Third parties to whom we may choose to sell, transfer, or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy notice.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions.

9. Further examples of why we collect, hold, and share personal data

Here are some further examples of why we collect, hold, and share personal data. If you would like more information about any of these, please contact Fay Morris our Data Protection Lead for Kernow Tuition.

- We may need to share information about your child's health and wellbeing with those who have responsibility for student welfare where the additional tuition referral has come via your child's school or the Local Authority.
- We need to tell all appropriate members of staff if your child has specific medical needs.
- We need to tell all appropriate members of staff if your child might need extra help with some tasks.
- We might need to share student's information with consultants, experts and other advisers who assist us in the running of Kernow Tuition, if this is relevant to their work.
- On occasions external consultants/contractors may have temporary access to personal data held by Kernow Tuition. For example, IT consultants might be granted temporary access to student's personal data to fulfil their contract(s). Access will only be granted to consultants who have demonstrated compliance with our data protection standards.

- We may need information about any court proceedings or judgements concerning your child. This is so that we can safeguard your child's welfare and the welfare of other pupils at the tuition centre.
- We may use photographs or videos of your child on our website, social media sites, newsletters, and publications as part of our advertising where you have provided consent for us to do so.
- We celebrate our achievements and other news on the Kernow Tuition website. We also send articles, photographs, and videos to local and national news outlets to celebrate our successes where you have provided consent for us to do so.
- Sometimes we use photographs and videos to support tuition activities, for example, to provide feedback on a presentation your child has given where you have provided consent for us to do so.

10. Automated decision-making and profiling

We do not make automatic decisions or undertake automated decisions regarding individuals to evaluate certain information about an individual (profiling).

11. Special categories of personal data

We must also comply with an additional condition where we process special categories of personal data. These special categories include personal information revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, genetic information, biometric information, health information, and information about sex life or orientation.

Some of the reasons we process such data include:

- To provide the most appropriate learning environment for your child.
- To ensure any additional pastoral or learning needs are met.
- Legal claims. The processing is necessary for the establishment, exercise, or defence of legal claims. This allows us to share information with our legal advisers and insurers.
- Medical purposes. This includes medical treatment and the management of healthcare service.

12. How do we protect personal data?

We take the security of the personal data collected and processed by us very seriously. We have internal policies and controls in place to try to ensure that data is not lost, accidentally destroyed, misused, or disclosed, and is not accessed except by our employees in the performance of their duties.

Where we engage third parties to process personal data on our behalf, they do so based on written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of that data.

13. Sending information to other countries

Our servers and storage systems are based in the EU, or the European Economic Area (EEA) and we have ensured that appropriate safeguards are in place to protect your pupils' personal data. We do not share or process personal data outside of these areas.

14. How long do we keep pupils' personal data?

We keep pupils' personal data for the time they are registered at Kernow Tuition. We will also keep certain information after pupils have left the Kernow Tuition. Details of our retention schedule are available from the Data Protection Lead.

15. What rights do you have in relation to your personal information?

You have the right to exercise your access your personal information as detailed below:

- The right of access to the personal data and supplementary information. This right is to enable you to be aware of and verify the lawfulness of the personal data we are processing.
- The right to rectification. This right allows you to have personal data rectified if it is inaccurate or incomplete.
- The right to erasure. This is also known as the 'right to be forgotten'. This is not an absolute right and applies in specific circumstances.
- The right to restrict processing. This right applies in circumstances where, for example, the data subject contests the accuracy of the data or challenges the

public interest or legitimate interest basis. Further guidance can be obtained from the ICO's website.

- The right to data portability. This allows individuals to obtain and reuse their personal data for their own purposes.
- The right to object. Individuals have the right to object to:
 - Processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority.
 - Direct marketing.
- Rights in relation to automated decision making and profiling.

There are also specific rights in relation to a child's personal data. Further guidance and advice on the above rights can be obtained from the ICO's website <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/childrens-information/children-and-the-uk-gdpr/what-rights-do-children-have>.

16. Withdrawal of consent:

Where we are processing your data with your consent, you have the right to withdraw that consent if you change your mind or are unhappy with our use of your personal data. Please let us know by contacting Fay Morris our Data Protection Lead on learn@kernowtuition.co.uk.

17. Data Security:

We have implemented the appropriate technical and organisational methods in order to protect and secure your personal information across Kernow Tuition against unauthorised or unlawful processing, and accidental loss, destruction, or damage.

18. Last updated:

We may need to update this privacy notice periodically, so we recommend that you revisit our website to review this information from time to time. This version was last updated on 1st October 2025.

19. Contact:

If you have a concern about the way we are collecting or using your personal data, we ask that you raise your concern with us in the first instance by contacting Fay Morris our Data Protection Lead at learn@kernowtuition.co.uk. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

