

GDPR Privacy Statement



Primary Tuition Plus

September 2024

1. Introduction

This privacy notice provides you with details of how we collect and process your personal data through your use of our site www.primarytuitionplus.com

At Primary Tuition Plus we are committed to protecting and respecting your privacy. This Privacy Statement explains how we collect, use, and protect your personal data in compliance with the General Data Protection Regulation (GDPR) and applicable UK data protection laws

Contact details

Full name of legal entity: Lilli Landau trading as Primary Tuition Plus

E-mail: hello@primarytuitionplus.com

Web: www.primarytuitionplus.com

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at hello@primarytuitionplus.com

2. Data We Collect

We may collect and process the following personal data through various channels including email, online forms, meeting software such as Zoom, WhatsApp messenger and text messages.

- Name
- Contact details (address, email, phone number)
- Date of birth of child
- Academic records and performance
- Session attendance and progress
- Payment details

3. Purpose of Data Collection

We collect your personal data for the following purposes:

- To provide tutoring services
- To communicate with you regarding scheduling and session updates
- To monitor and report on academic progress
- To process payments
- To comply with legal obligations

4. Legal Basis for Processing

Our legal basis for collecting and using your personal data includes:

- Performance of a contract: Processing is necessary for the performance of the tutoring contract.
- Consent: We will obtain your explicit consent to process your data for specific purposes.
- Legal obligation: Processing is necessary to comply with legal obligations.
- Legitimate interests: Processing is necessary for our legitimate interests, such as improving our services.

5. Data Sharing

We do not share your personal data with third parties, except when necessary to comply with legal obligations or with your explicit consent.

6. Disclosures of Your Personal Data

We may have to share your personal data with the parties set out below:

- Other companies in our group who provide services to us.
- Service providers who provide IT and system administration services.
- Professional advisers including lawyers, bankers, auditors and insurers
- Government bodies that require us to report processing activities.

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

Third Party Links

This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

7. International Transfers

We share your personal data within our group of companies which involves transferring your data outside the European Economic Area (EEA). We are subject to the provisions of the General Data Protection Regulations that protect your personal data. Where we transfer your data to third parties outside of the EEA, we will ensure that certain safeguards are in place to ensure a similar degree of security for your personal data. As such:

- We may transfer your personal data to countries that the European Commission have approved as providing an adequate level of protection for personal data by; or
- If we use US-based providers that are part of EU-US Privacy Shield, we may transfer data to them, as they have equivalent safeguards in place; or
- Where we use certain service providers who are established outside of the EEA, we may use specific contracts or codes of conduct or certification mechanisms approved by the European Commission which give personal data the same protection it has in Europe.

If none of the above safeguards is available, we may request your explicit consent to the specific transfer. You will have the right to withdraw this consent at any time.

8. Data Security and storage

We have put in place security measures to prevent your personal data from being accidentally lost, used, altered, disclosed, or accessed without authorisation. We also allow access to your personal data only to those employees and partners who have a business need to know such data. They will only process your personal data on our instructions and they must keep it confidential.

We have procedures in place to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach if we are legally required to.

9. Data Retention

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

When deciding what the correct time is to keep the data for we look at its amount, nature and sensitivity, potential risk of harm from unauthorised use or disclosure, the processing purposes, if these can be achieved by other means and legal requirements.

For tax purposes the law requires us to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for seven years after they stop being customers.

In some circumstances we may anonymise your personal data for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

10. Your Rights

Under the GDPR and UK data protection laws, you have the following rights:

- Right to access: You can request access to your personal data.
- Right to rectification: You can request correction of inaccurate or incomplete data.
- Right to erasure: You can request deletion of your personal data.
- Right to restrict processing: You can request to limit the processing of your data.
- Right to data portability: You can request to receive your data in a structured, commonly used format.
- Right to object: You can object to the processing of your data for specific purposes.

11. Complaints

If you have any concerns about our use of your personal information, you can make a complaint to us at hello@primarytuitionplus.com

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF.

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Cookie Policy

Our website uses cookies to enhance your browsing experience, provide personalized content, and analyse site traffic. By continuing to use our site, you consent to our use of cookies.

1. What Are Cookies?

Cookies are small text files stored on your device when you visit a website. They help us understand how you interact with our site, remember your preferences, and improve your overall experience.

2. Types of Cookies We Use

- **Essential Cookies:** These cookies are necessary for the website to function properly. They enable core features such as security, network management, and accessibility.
- **Performance Cookies:** These cookies collect information about how you use our website, such as pages visited and any error messages encountered. They help us improve the performance and design of our site.
- **Functionality Cookies:** These cookies remember choices you make, such as language preferences or the region you are in. This helps us provide enhanced, more personalized features.
- **Targeting/Advertising Cookies:** These cookies track your browsing habits to deliver relevant advertisements and track the effectiveness of our advertising campaigns.

Google Analytics

- These cookies are used to collect information about how visitors use our site. The cookies collect information in an anonymous form, so we don't know who is using our site. We use the information on how people use our website to compile reports and to help us improve the site.
- You can visit <http://www.google.com/analytics/learn/privacy.html> to find out more about Google Analytics cookies and how to opt-out of them.
- Google Analytics allows us to track pages you visit, and basic details about your web browsers. They cannot identify you personally. The data collected enables the trust to improve areas of our website based on levels of traffic to certain pages.

3. Managing Cookies

Most web browsers allow you to manage your cookie preferences. You can set your browser to refuse cookies or delete cookies already stored on your device. However, please note that disabling cookies may affect your experience on our website and limit the functionality available to you.

4. Consent

By using our website, you agree to our use of cookies as described in this statement. If you do not agree, please disable cookies in your browser settings or refrain from using our site.

5. Changes to This Statement

We may update this "Use of Cookies" statement from time to time. Any changes will be posted on this page with an updated revision date.

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