



## **GDPR and Privacy Policy**

### **RP tutoring will use your personal details for the following purposes:**

1. *To contact customers with term dates and any changes for tuition services*
2. *To provide and operate the tuition services.*
3. *To create invoices which will be sent direct to the customer.*
4. *To provide students with ongoing assistance and the best support possible.*
5. *To comply with any applicable laws and regulations.*
6. *To collect fees or monies owed.*
7. *To ask for customers to review the services provided by Robert Pugh on behalf of RP tutoring.*
8. *To email customers to enforce part of the terms and conditions.*

RP tutoring receives, collects, and stores information which is entered on the RP tutoring website or provided to RP tutoring with via telephone call, face-to-face meeting, virtual call, WhatsApp and/or email when enquiring about RP tutoring services.

Any information provided to RP tutoring whilst a student is receiving tuition from Robert Pugh on behalf of RP tutoring will be given its own electronic folder and then kept securely on a password protected laptop, and/or a password protected external hard drive, and/or an online cloud storage facility which is password protected. Customers can view their respective storage folder at any time by contacting RP tutoring. When notice is given for terminating tuition, RP tutoring will send any data/information stored on said student to their parent/carer, with the exception of session video recordings unless requested (owing to file sizes). The student's folder will then be deleted on RP tutoring's electronic storage platforms within 24 hours.

Any information shared to RP tutoring from a student's school will be stored online in the student's respective folder. This information will only be used to advise and inform tutoring sessions for the respective student.

Student details may be put into software tools to measure attainment and progress against curriculum objectives during tutoring sessions, by RP tutoring. Once sessions have ceased with a student, any details on said software will be completely removed from the software by RP tutoring.

### **Photographs**

Any photographs taken during tutoring sessions by RP tutoring will be sent over to parents/carers (via email or WhatsApp) along with student feedback. Photographs will then be transferred to a student's dedicated folder on the platforms mentioned previously

in this document, and then deleted permanently from the photography device (tablet/video recorder/phone).

### **Video recording**

All face-to-face and online sessions delivered by RP tutoring are video recorded for the protection of the students and RP tutoring staff. For face-to-face sessions, a video recording device will be set up in the rear corner of the room and record each session. This video will then be saved into a student's respective folder after the tutoring session. For online sessions, a recording will be taken via the zoom platform and saved accordingly into a student's respective folder after the tutoring session.

### **Sharing of information**

Sharing of personal information will only take place with third parties in the event of any safeguarding issue, or if the student's parent/carer has given permission or specifically asked that information is shared. Otherwise, information will **not** be shared with any third party.

### **Exemptions**

By law, any information held by RP tutoring that results in or is relevant to safeguarding, an accident or incident must be held until the student turns 21 years and 3 months of age.

By law, contracts, consent forms, information sheets, invoices and payment information must be held for 7 years by any business – in this case RP tutoring.

RP tutoring reserve the right to modify this privacy policy at any time. RP tutoring recommends that it is reviewed frequently.

*Changes and clarifications will take effect immediately upon published change of policy document on the RP tutoring website. Customer's will be notified through an email should any material changes to the policy be made.*

If you would like to: access, correct, amend, or delete any personal information I have about you, and your child, please:

Send an email to: [rptutoringmalvern@gmail.com](mailto:rptutoringmalvern@gmail.com)

Send a letter to: RP tutoring, 16 Walnut Crescent, Malvern WR14 4AX