



# Privacy Policy

Clockwork Science · Last updated: June 2026

*We are committed to protecting your privacy and handling your personal data with care, transparency and respect.*

■ [clockworkscience.co.uk](https://clockworkscience.co.uk)

✉ [info@clockworkscience.co.uk](mailto:info@clockworkscience.co.uk)

■ WhatsApp: 07493 833135

■ Chesham, Buckinghamshire

## 1. Who We Are

Clockwork Science is a sole-trader tutoring business operating in England, providing online GCSE Science Accelerator sessions to students in Years 9–11. The business is operated by a single qualified teacher based in Chesham, Buckinghamshire.

For the purposes of UK data protection law — including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 — Clockwork Science is the **data controller** in respect of the personal information we collect and process.

If you have any questions about this Privacy Policy or how your data is handled, please contact us at: [info@clockworkscience.co.uk](mailto:info@clockworkscience.co.uk) or **WhatsApp: 07493 833135**

## 2. What Personal Data We Collect

We collect and hold the following categories of personal data:

### About parents and guardians:

- ✓ Full name
- ✓ Email address
- ✓ Mobile phone number (including WhatsApp)
- ✓ Home address (where provided)
- ✓ Payment information (processed securely via Square — we do not store card details ourselves)

### About students:



- ✓ First name and surname
- ✓ Year group and school name
- ✓ GCSE tier (Foundation or Higher)
- ✓ Academic progress notes and session attendance records
- ✓ Any additional learning needs or relevant educational information shared by the parent

**Technical and communication data:**

- ✓ Zoom session participation (name displayed during sessions)
- ✓ WhatsApp messages sent to the Clockwork Science number or group channels
- ✓ Email correspondence
- ✓ Enquiry and booking form submissions

### 3. How and Why We Use Your Data

The table below sets out the personal data we process, the purpose for which it is used, and the legal basis under UK GDPR:

Category of Data	Purpose	Legal Basis
Parent contact details	To communicate about bookings, invoices, session updates and general correspondence	Contract / Legitimate interests
Student name & year group	To place students in the correct Accelerator group and tailor teaching appropriately	Contract
Payment information	To issue invoices and process monthly session fees via Square	Contract
Academic progress notes	To track student progress and inform session planning	Legitimate interests
WhatsApp messages	To provide between-session support and communicate with students and parents	Legitimate interests
Booking form data	To process trial and enrolment requests	Contract / Consent
Reviews and feedback	To improve the service and, with permission, share publicly as testimonials	Consent
Session recordings	To provide catch-up support to students on request	Legitimate interests / Consent



## 4. Our Legal Bases for Processing

Under UK GDPR, we rely on the following legal bases to process personal data:

- ✓ **Contract:** Processing is necessary to deliver the tutoring service you have enrolled in, including managing bookings, groups and payments.
- ✓ **Legitimate interests:** We have a legitimate interest in managing our business effectively, communicating with families, maintaining session records and keeping students safe.
- ✓ **Consent:** Where we ask for your permission — for example, to share a testimonial or use a screenshot for marketing — you are free to decline and may withdraw consent at any time.
- ✓ **Legal obligation:** We may be required to retain certain records to comply with our legal and financial obligations.

## 5. Children's Data

Clockwork Science works with children and young people aged 9–16. We take the privacy and safety of children extremely seriously. Personal data relating to students is collected only from their parent or guardian, and is used solely for the purpose of delivering and managing their tuition.

We will never share a student's personal information with any third party without the explicit consent of their parent or guardian, except where we are legally required to do so.

Students may participate in dedicated year-group WhatsApp channels. These groups are moderated and used solely for academic support. Students are added only with parental consent at the point of enrolment.

## 6. Who We Share Your Data With

Clockwork Science does not sell, rent or trade personal data. We share data only where necessary to operate the business, with the following categories of third-party service providers:

- ✓ **Zoom:** Used to deliver live online sessions. Zoom's own privacy policy applies to data processed on their platform.
- ✓ **WhatsApp (Meta):** Used for between-session support and group communication. WhatsApp's own privacy policy applies.
- ✓ **JotForm:** Used for booking and enrolment forms. Data submitted via JotForm is subject to their privacy policy.
- ✓ **Square:** Used for secure payment processing of session fees. Square is PCI DSS compliant and handles all card data securely. We do not store, see or have access to your payment card details. Square's own privacy policy applies and can be found at [squareup.com/gb/legal/privacy](https://squareup.com/gb/legal/privacy).
- ✓ **Google (Gmail / Google Drive):** Used for email communication and storing lesson resources securely.

All third-party providers are required to handle your data securely and in accordance with UK GDPR. We do not transfer personal data outside the UK or EEA without appropriate safeguards in place.



## 7. How Long We Keep Your Data

We retain personal data only for as long as necessary:

- ✓ **Active student records:** Retained for the duration of enrolment and for up to 12 months following the end of tuition, to support any queries or re-enrolment.
- ✓ **Financial records (invoices and payment records):** Retained for 6 years in line with HMRC requirements.
- ✓ **Square payment records:** Retained by Square in accordance with their own data retention policy and PCI DSS requirements. We retain invoice records for 6 years.
- ✓ **Enquiry data (where no enrolment followed):** Deleted within 6 months of the last contact.
- ✓ **WhatsApp messages:** Retained within the WhatsApp platform for the duration of the student's enrolment. Group channels are closed when no longer active.
- ✓ **Session recordings:** Deleted within 30 days of the session, unless a longer retention has been agreed with the parent for revision purposes.

## 8. Your Rights Under UK GDPR

As a data subject under UK GDPR, you have the following rights in relation to your personal data:

- ✓ **Right of access:** You may request a copy of the personal data we hold about you or your child.
- ✓ **Right to rectification:** You may ask us to correct any inaccurate or incomplete data.
- ✓ **Right to erasure:** You may request that we delete your personal data, subject to any legal obligations we have to retain it.
- ✓ **Right to restrict processing:** You may ask us to limit how we use your data in certain circumstances.
- ✓ **Right to data portability:** You may request a copy of your data in a structured, commonly used format.
- ✓ **Right to object:** You may object to processing based on legitimate interests, including for direct marketing purposes.
- ✓ **Right to withdraw consent:** Where processing is based on consent, you may withdraw it at any time without affecting the lawfulness of prior processing.

To exercise any of these rights, please contact us at [info@clockworkscience.co.uk](mailto:info@clockworkscience.co.uk). We will respond within one calendar month. There is no charge for making a request.

## 9. Safeguarding

Clockwork Science is operated by an Enhanced DBS-checked, qualified teacher. The safeguarding of children is a priority. In exceptional circumstances, we may be required to share information about a student with relevant authorities — for example, if there is a safeguarding concern. In such cases, sharing data without parental consent may be necessary and lawful under UK GDPR Article 9 and the Data Protection Act 2018.



## 10. Marketing and Testimonials

Clockwork Science does not send unsolicited marketing emails. We may occasionally contact existing or former families about new group availability or upcoming enrolment. You may opt out of such communications at any time by contacting us directly.

We may use anonymised feedback, testimonials and screenshots for marketing purposes on our website and social media, only with your explicit consent. Names and identifying details will not be published without permission.

## 11. Complaints and the ICO

If you have a concern about how we have handled your personal data, please contact us in the first instance at [info@clockworkscience.co.uk](mailto:info@clockworkscience.co.uk) and we will do our best to resolve the matter promptly.

If you remain dissatisfied, you have the right to lodge a complaint with the UK's data protection supervisory authority:

### Information Commissioner's Office (ICO)

Website: [ico.org.uk](http://ico.org.uk) · Helpline: 0303 123 1113

Address: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

## 12. Changes to This Policy

We may update this Privacy Policy from time to time to reflect changes in the law or our practices. The current version will always be available at [clockworkscience.co.uk](http://clockworkscience.co.uk) and will show the date it was last updated. Where changes are significant, we will notify enrolled families directly by email.

### This Privacy Policy was last updated in June 2026.

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