



## Privacy Policy for 3 Bright Stars

**Last Updated:** 27.2.25

We care about your privacy, and we want to explain how we collect, use, and protect your personal information when you use our website or get tutoring from us. This policy will help you understand what we do with your data and what rights you have.

### 1. Who We Are

We are 3 Bright Stars , and we help children with tutoring. If you ever have any questions about how we use your personal information, you can ask your parents to contact us. Here's how they can reach us:

- **Email:** [sarahe@3brightstars.co.uk](mailto:sarahe@3brightstars.co.uk)
- **Phone:** 07398154436

### 2. What Information We Collect

When you use our website or get tutoring, we might collect some personal information about you:

- **Your Information:** Your name, your parents' contact information (email and phone), and details about you like your age, your school if you parents wish to share , and subjects you need help with. We ask your parents if they want to share any details about their pregnancy , your birth or early development.
- **Website Information:** We might collect information about how your parents use our website, like what pages they visit and what device they use to visit them.
- **Payment Information:** When your parents pay for tutoring, we may need their payment details to process the payment.

### 3. How We Use Your Information

We use the information we collect to:

- **Give You Tutoring:** We need your details to help you with lessons and make sure you're getting the help you need.
- **Keep in Touch:** Sometimes, we might email your parents with updates about your tutoring lessons or ask for your feedback.
- **Make the Website Better:** We use some information to make our website easier to use.
- **Follow the Law:** Sometimes, we need to use your data to follow laws or use your parents details to manage payments.

We only use your information when we have **your parent's permission**, for example , when it's needed to provide tutoring.

#### 4. How Long We Keep Your Information

We will only keep your information as long as we need it. The length of time depends upon the data. For example, if you're done with tutoring, we might keep your parents' payment information for a while to finish any payments or other details for longer to comply legal requirements. For personal information – we might keep this until you are an adult.

#### 5. Who We Share Your Information With

We might need help from other companies to give your family and you the best service. These companies are trusted to keep your information safe, and they will only use it to help us.

- **For example, we might share your parents information with payment processors** to handle payments for lessons, or email services to send lesson updates.

We may also need to share your information if the law asks us to.

#### 6. Cookies

Cookies are little files that help our website remember you and make it easier to use. For example, cookies help the website remember users' choices or where users left off.

If needed cookies can be managed or turned off through web browser settings, but some parts of the website might not work as well without them.

#### 7. Your Rights

You and your parents have the right to:

- **Ask to See Your Data:** If you or your parents want to know what information we have about you, they can ask.
- **Correct Your Data:** If something is wrong or out of date, you and your parents can ask us to fix it.
- **Delete Your Data:** If your parents don't want us to keep your information anymore, they can ask us to delete it, but there are some times when we may still need to keep it for legal reasons. Sometimes our insurance company ask us to keep some information for a longer time.
- **Stop Us from Using Your Data:** If you don't want us to use your information in certain ways, like for marketing that you have previously agreed to, you and your parents can ask us to stop.

If you want to exercise these rights, ask your parents to contact us.

#### 8. How We Protect Your Data

We take special care to protect your personal information. We use technology to keep your data safe and make sure only the right people can access it. For example our devices are all pin or password or facial recognition protected.

When we write anything down on paper we make sure it is kept safe by keeping it with us when travelling, or keeping it in locked premises when no one is in the building where it is stored.

#### 9. What Happens if We Change This Policy

If we update this policy, we will let you know by posting the new version on our website. The new version will have the latest date at the top, so you know when it was updated.

## 10. Contact Us

If you or your parents have any questions about this Privacy Policy or want to exercise your rights, your parents should contact us at:

- **Email:** [sarah@3brightstars.co.uk](mailto:sarah@3brightstars.co.uk)
- **Phone:** 07398154436

Thankyou

*Sarah Bright*

**Company owner at 3 Bright Stars**

