

Consent to Communication Policy

1. Purpose

This policy explains how the tutoring provider communicates with clients (parents/guardians and students) and how consent is obtained and managed. It ensures compliance with UK data protection and privacy laws.

2. Scope

This policy applies to all forms of communication between the tutoring provider and clients, including parents/guardians, students, and prospective clients.

3. Types of Communication

The tutoring provider may contact clients for the following purposes:

- Scheduling and confirming lessons
- Providing updates on student progress
- Sending invoices, payment reminders, and account information
- Responding to enquiries
- Sharing important policy updates or safeguarding information
- Marketing communications

4. Methods of Communication

Communication may take place via:

- Telephone calls
- Email
- Messaging platforms (e.g. WhatsApp or similar)

Clients are responsible for ensuring their contact details are accurate and up to date.

5. Consent

- By enrolling in tutoring services, clients consent to being contacted
- Consent may be withdrawn at any time (see Section 8).

6. Marketing Communications

- Marketing messages will only be sent where the client has given clear consent, in line with the **Privacy and Electronic Communications Regulations (PECR)**.
- Clients may opt out of marketing communications at any time by following unsubscribe instructions or contacting the provider directly.

7. Data Protection and Privacy

- Personal data will be processed lawfully, fairly, and transparently in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.
- Contact details will only be used for legitimate purposes and will not be shared with third parties without consent, unless required by law.
- Reasonable measures will be taken to keep personal data secure.

8. Withdrawing Consent

- Clients have the right to withdraw consent to non-essential communications at any time.
- Withdrawal of consent will not affect the lawfulness of processing carried out prior to withdrawal.
- Please note that opting out of essential service communications may impact the provider's ability to deliver tutoring services effectively.

9. Children's Data and Communication

- Where students are under 18, communication will primarily be directed to the parent/guardian.
- Direct communication with a child may take place where appropriate for lesson delivery, with parental knowledge and consent.
- All communication with children will be conducted in line with safeguarding policies and guidance, including **Keeping Children Safe in Education (KCSIE)**.

10. Record Keeping

The tutoring provider may retain records of communications for administrative, safeguarding, and legal purposes, in line with data retention policies.

11. Complaints

If you have concerns about how your data is used or how you are contacted, you may raise a complaint with the tutoring provider. You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**.

12. Agreement

By providing your contact details and engaging tutoring services, you confirm that you have read and understood this policy and consent to communication as outlined above. This policy does not affect your statutory rights under UK law.