

Privacy Policy



1. Introduction

I am committed to protecting the privacy and personal information of my students, parents, guardians and clients.

This Privacy Policy explains how I collect, use, store, protect and share (only when strictly necessary) personal information when providing my tutoring services and communicating with students and their families or potential clients who contact me to make a general enquiry, complete a data form or sign up to a newsletter.

By providing me with your data and/or that of a child for which you have legal responsibility, you warrant to me that you are over 18 years of age.

I handle personal information in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

I do not sell personal information or customer contact lists. I collect and use personal information only where necessary for the purposes explained in this policy or where otherwise lawfully permitted.

It is very important that the information I hold about you is accurate and up to date. Please let me know if at any time your personal information changes by using the contact details below:

Contact details:

Full name of legal entity: Micheala Haynes

(of Laugh Learn Love Languages)

Email: michaela@laughlearnlovelanguages.co.uk

Telephone: 07729461163

2. What personal information do I collect?

The information I collect depends on the circumstances and may include the following.

- Contact information
- Names of students, parents and guardians.
- Telephone numbers and email addresses.
- Contact details needed to arrange lessons and communicate about tutoring.
- Tutoring-related information
- Information necessary to organise and deliver lessons.
- Relevant communications with students, parents and guardians.
- Information needed to coordinate lessons and provide appropriate support.
- Any health and/or medical information deemed relevant by students and/or parents and guardians of children.
- Any SEN information deemed relevant by students and/or parents and guardians of children.

Where a student, parent or guardian considers it relevant to the student's safety during lessons, I may collect limited health information, such as:

- Allergies that may be relevant to the student's safety.
- Information about a medical condition that may require an appropriate response if the student becomes unwell or experiences a medical episode.
- SEN needs so that we can support students appropriately.
- Relevant safety instructions or emergency information.

I aim to collect only the information reasonably necessary for the student's safety and the appropriate provision of tutoring. I do not seek detailed medical histories or unrelated health information.

Medical information is treated as particularly sensitive and is subject to additional safeguards.

3. Why do I use personal information?

I use personal information for the following purposes:

- To respond to enquiries and communicate with students, parents and guardians.
- To arrange, manage and deliver tutoring sessions.
- To provide information about lessons and any necessary changes to arrangements.
- To coordinate lessons and communication with authorised members of staff.
- To provide appropriate support for students and take reasonable steps to protect their safety.
- To respond appropriately to medical emergencies or other serious safety concerns.
- To comply with legal obligations and, where necessary, establish, exercise or defend legal claims.

I do not use students' medical information for advertising, promotional purposes or unrelated activities.

4. My lawful basis for processing personal information

Under UK GDPR, I must have a lawful basis for processing ordinary personal information and, where applicable, an additional condition for processing special-category information such as health data.

Depending on the circumstances, I may rely on the following lawful bases for ordinary personal information:

Contract: where processing is necessary to enter into or perform an agreement for tutoring services.

Legitimate interests: where processing is necessary for legitimate business purposes, such as managing lesson arrangements and communicating with clients, and those interests are not overridden by the individual's rights and freedoms.

Legal obligation: where processing is necessary to comply with a legal requirement.

Vital interests: where processing is necessary to protect someone's life in circumstances where the relevant legal conditions are met.

Health information receives additional legal protection under UK GDPR. I will identify and rely on an applicable condition for processing special-category data, as well as a lawful basis under Article 6.

Where appropriate, this may involve obtaining the student's or relevant parent's or guardian's explicit consent for collecting and using health information for specified safety purposes. Where consent is relied upon, it will be requested clearly and separately, and it may be withdrawn.

If consent is withdrawn, I will consider what information can lawfully continue to be retained or processed and what steps are necessary to protect the student's safety.

5. How do I share personal information?

I do not sell personal information, provide customer lists to advertisers or routinely disclose personal information to unrelated third parties.

Personal information may be shared where necessary, proportionate and lawful for the purposes described in this policy.

Authorised members of staff

Where necessary, I may share relevant information with authorised members of my staff so they can communicate with students or parents, organise lessons and provide appropriate support.

Access is limited to information staff need for their duties. Health information is treated with particular care, and I aim to ensure that only staff who need relevant information for a legitimate purpose receive it.

Staff are expected to respect confidentiality and use personal information only for authorised purposes.

Emergency services

If a student experiences a medical emergency or there is a serious concern for their safety, I may disclose relevant information to emergency services or other appropriate people where necessary and lawful to protect the student or another person.

Any disclosure will be limited to information reasonably necessary in the circumstances.

Legal requirements and protection

I may disclose information where required by law or where otherwise lawfully necessary to protect individuals or establish, exercise or defend legal claims.

6. Digital Communication Channels

I use various communication channels, such as telephone calls, email, WhatsApp, WhatsApp Business, Skype, Zoom, Microsoft Teams and Facebook Messenger to communicate with students, parents and guardians.

These services may be used to arrange lessons, carry out lessons, respond to enquiries and communicate information relating to tutoring.

These communication services are operated by third-party providers. They may process personal information, such as account details, technical information and communications-related data, in accordance with their own privacy policies, terms and applicable legal obligations.

Some communications may be protected by encryption, depending on the service, settings and type of communication. I do not assume that every email, attachment or messaging service provides the same level of protection.

I do not control the independent processing activities of these providers. However, I remain responsible for my own handling of personal information for my tutoring service, including how I use, store, retain and share it.

I take reasonable steps to use these services appropriately and securely, particularly when handling students' information and any sensitive health information.

Any health information that students, parents and guardians feel is relevant is collected via a booking form, once classes are arranged. The booking form is usually transmitted via email or provided to the tutor in person. I use passwords to protect my email system and delete booking forms from the email system once they are received. They are then stored securely.

Where appropriate, I may recommend or use an alternative method for transmitting particularly sensitive information, if it is deemed more suitable.

7. Website Cookies

The Laugh Learn Love Languages website uses cookies to improve your browsing experience, understand how visitors use www.laughlearnlovelanguages.com, and help improve our services. Cookies are small text files stored on your device when you visit the website. You can choose to accept or decline non-essential cookies through our cookie consent settings. Please note that declining certain cookies may affect some website functionality. Essential cookies may still be used where necessary for the website to operate properly.

8. How do I protect personal information?

I take reasonable and proportionate steps to protect personal information against unauthorised access, accidental loss, disclosure, alteration or misuse.

These steps may include:

- Protecting devices and accounts with appropriate security measures.
- Using strong passwords and additional account security where available.
- Restricting access to personal information to authorised individuals.
- Checking recipients before sending emails or attachments.
- Taking care when storing or forwarding medical information.
- Avoiding unnecessary copying, sharing or circulation of personal information.
- Reviewing access to information when staff responsibilities change.

I expect staff who have access to personal information to respect its confidentiality and follow appropriate handling procedures.

No electronic communication or storage method can be guaranteed to be completely secure. Nevertheless, I take reasonable steps to reduce the risks and will respond appropriately if I become aware of a personal data breach.

9. How long do I keep personal information?

I keep personal information only for as long as reasonably necessary for the purposes for which it was collected, taking account of legal obligations, safeguarding considerations and legitimate record-keeping requirements.

Contact details and lesson-related communications will be reviewed periodically and deleted or securely disposed of when they are no longer needed.

Health information will be retained only for as long as necessary for the relevant safety purpose, subject to applicable legal requirements. I will review this information periodically and remove or update information that is no longer necessary.

Where a student stops receiving tutoring, I will consider which information still needs to be retained and for how long.

Retention periods: I will apply appropriate retention periods to different categories of information and document these arrangements as part of my data protection practices.

10. Children's personal information

Where I provide tutoring to children, I recognise the importance of protecting their privacy, safety and personal information.

I may communicate with parents or guardians where appropriate to arrange lessons, discuss relevant matters and support the student's welfare.

I take particular care when collecting and using children's health information. Such information will be used only for relevant and lawful purposes and shared only where appropriate and necessary.

Where consent or another form of authorisation is required, I will consider the child's age, understanding and capacity, the role of the parent or guardian, and the applicable legal requirements.

I will take reasonable steps to ensure that privacy information is made available in a way that is appropriate to the circumstances.

11. Your data protection rights

Under UK GDPR, individuals may have the following rights, subject to applicable legal conditions and exceptions:

- Access: to request a copy of the personal information held about them.
- Rectification: to request correction of inaccurate or incomplete information.
- Erasure: to request deletion of personal information in appropriate circumstances.
- Restriction: to request that certain processing be restricted.
- Objection: to object to processing where the relevant legal conditions apply.
- Data portability: to receive certain information in a portable format where the legal requirements are met.
- Withdrawal of consent: to withdraw consent where processing is based on consent.

To exercise a right or ask a question about the personal information I hold, please contact me using the details at the beginning of this policy.

I may need to verify identity before responding. I will respond to requests within the time limits required by applicable law.

12. Complaints

If you have concerns about how I handle personal information, please contact me in the first instance so I can consider and address your concerns.

You also have the right to complain to the UK Information Commissioner's Office (ICO), the independent authority responsible for upholding information rights. ICO website: <https://ico.org.uk/>

13. Changes to this policy

I may update this Privacy Policy if my practices or legal obligations change.

The latest version will be made available to clients, and I will communicate significant changes where appropriate.

14. Contact details

If you have any questions about this Privacy Policy, the information I hold or how I use it, please contact:

Full name of legal entity: Michaela Haynes

(of Laugh Learn Love Languages)

Email: michaela@laughlearnlovelanguages.co.uk

Telephone: 07729461163