

Privacy Notice for Step Up Tutoring

Effective Date: 21st October 2024

Last Reviewed: 24th February 2025

At Step Up Tutoring (“we”, “us”, or “our”), we are committed to protecting and respecting your privacy. This Privacy Notice explains how we collect, use, store, and protect your personal data when you engage with our tutoring services. It also informs you of your rights under data protection law.

We comply with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and other applicable laws.

1. Information We Collect

We may collect and process the following types of personal data:

Students:

- **Personal Information:** Name, date of birth, gender, and school details.
- **Contact Information:** Address, phone number, email address.
- **Academic Information:** Subjects, grades, assessments, progress reports, and learning preferences.

Parents/Guardians:

- **Personal Information:** Name, relationship to student, contact details.
 - **Billing Information:** Name and address for invoicing and financial records.
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2. How We Use Your Information

We use the personal data we collect for the following purposes:

- To provide tailored tutoring services.
 - To communicate with parents/guardians regarding a student's progress, attendance, or any issues.
 - To manage and process payments.
 - To meet our legal obligations (such as safeguarding requirements).
 - To improve our services based on feedback and assessments.
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3. Lawful Basis for Processing

We process personal data based on the following lawful grounds:

- **Consent:** Where you have given clear consent for us to process the data.
 - **Contract:** To fulfil our contractual obligations in delivering tutoring services.
 - **Legal Obligation:** When processing is necessary to comply with legal obligations (e.g., safeguarding children).
 - **Legitimate Interests:** To provide, improve, and promote our services, where such interests do not override your rights and freedoms.
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4. How We Share Your Information

We do not share your personal data with third parties, except in the following cases:

- **Service Providers:** We may share data with third-party service providers (such as online platforms or payment processors) who assist in delivering our services.
- **Legal Compliance:** We may disclose data if required by law or to protect the rights, property, or safety of students, tutors, or others.
- **Safeguarding:** In rare cases, we may share information with relevant authorities if it is necessary to protect the welfare of a student.

We will never sell your personal information to third parties.

5. Data Security

We implement appropriate technical and organisational measures to protect your personal data from unauthorised access, loss, or misuse. This includes:

- Secure data storage mechanisms.

- Regular reviews of our data security practices.
- Limited access to personal data, only by authorised personnel.

In the event of a data breach that poses a risk to your rights and freedoms, we will notify the Information Commissioner's Office (ICO) and other relevant authorities (within 72 of becoming aware of the breach). If the breach is of high risk to your rights and freedoms, we will notify you as soon as we are aware of the breach.

6. Data Retention

We will retain personal data only for as long as necessary to fulfil the purposes for which it was collected. After this period, we will securely delete or anonymise your data, unless we are required by law to retain it for longer.

7. Your Rights

You have the following rights regarding your personal data:

- **Right to Access:** You can request a copy of the personal data we hold about you.
- **Right to Rectification:** You can ask us to correct any inaccurate or incomplete data.
- **Right to Erasure:** You can request the deletion of your data where it is no longer necessary for the purposes we collected it.
- **Right to Object:** You can object to the processing of your data in certain circumstances.
- **Right to Data Portability:** You can request that we transfer your data to another organisation in a structured, commonly used format.
- **Right to Withdraw Consent:** Where we process data based on consent, you can withdraw this consent at any time.

To exercise these rights, please contact us using the details provided in Section 9.

8. Children's Privacy

We will only knowingly collect or solicit information from anyone under the age of 13 with the consent of a parent or guardian. If you believe we have collected such information, please contact us at policies@stepuptutoring.co.

9. Changes to This Privacy Notice

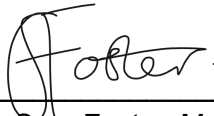
We may update this Privacy Notice from time to time. Any significant changes will be communicated to you if you are subscribed to any updates, and the latest version will always be available on our website.

10. Contact Us

If you have any questions about this Privacy Notice or wish to exercise any of your rights, please contact us at: policies@stepuptutoring.co

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if you believe that your data protection rights have been violated.

Signed: _____

A handwritten signature in black ink, appearing to read 'Foster', written over a horizontal line.

Sam Foster, Managing Director