

Data protection policy:

We may collect personal information including, but not limited to:

- Student and parent/guardian names and contact details.
- Emergency contact information.
- Relevant medical information or learning support needs, where voluntarily provided.
- Payment and billing information.
- Attendance records, tutoring progress, and communication relating to our services.

Personal information is collected and used solely for purposes including:

- Providing tutoring services.
- Managing bookings, payments, and scheduling.
- Communicating with students and families.
- Supporting student learning and educational progress.
- Meeting legal, regulatory, and safeguarding obligations.

We will only collect information that is necessary to provide our services.

We take reasonable steps to protect personal information from unauthorised access, misuse, loss, alteration, or disclosure. Personal information is stored securely, and access is limited to authorised staff and tutors who require it to perform their duties.

We do not sell, rent, or disclose personal information to third parties except:

- Where required or authorised by law.
- With the consent of the individual or parent/guardian.
- Where necessary to provide our tutoring services or process payments through trusted service providers.

Parents, guardians, and adult students may request access to their personal information and ask for corrections if they believe any information is inaccurate or incomplete.

Personal information will be retained only for as long as necessary to provide our

services, meet legal obligations, or resolve disputes. Records that are no longer required will be securely deleted or destroyed.

All tutors and staff are expected to maintain the confidentiality of student and family information and must not disclose personal information except where authorised or legally required.

If you have any questions about how your personal information is collected, used, or stored, please contact us.

We are committed to maintaining the privacy and trust of all students and families.