

PRIVACY NOTICE FOR PARENTS AND STUDENTS

It's Not Rocket Science Tuition

Your privacy is important to us

This Privacy Notice explains what personal information It's Not Rocket Science Tuition collects, why we collect it, how we use it, who we may share it with, and your rights under UK data protection law.

We are committed to handling your personal information responsibly, securely and in accordance with UK data protection law.

This Privacy Notice includes information about:

Contact details

What information we collect, use, and why

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Where we get personal information from

How long we keep information

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Sharing information outside the UK

How to complain

Contact details

Email: lisa@itsnotrocketsciencetuition.co.uk

What information we collect, use, and why

To provide our tutoring services, communicate with parents and students, meet our legal obligations and continually improve our services, we collect and use certain types of personal information. The information we collect depends on the services you use and your relationship with It's Not Rocket Science Tuition.

We collect or use the following information to provide services and goods, including delivery:

- Names and contact details
- Purchase or account history
- Health information (including medical conditions, disabilities, allergies, SEND information and exam access arrangements where relevant to providing tuition)
- Website user information (including user journeys and cookie tracking)
- Audio and video recordings, (including lesson recordings and consultation calls where applicable)
- Records of meetings and decisions
- Information relating to compliments or complaints

We also collect or use the following special category information to provide services and goods, including delivery. This information is subject to additional protection due to its sensitive nature:

- Health information

We collect or use the following information for service updates or marketing purposes:

- Names and contact details
- Website user journey information
- Records of consent, where appropriate

We collect or use the following information to comply with legal requirements:

- Name
- Contact information
- Financial transaction information
- Safeguarding information

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Purchase or service history
- Audio or video recordings of meetings relating to queries, complaints or claims (where applicable)
- Customer or client accounts and records
- Financial transaction information
- Correspondence

Lawful bases and data protection rights

UK data protection law gives you a number of important rights regarding your personal information. This section explains those rights and the lawful bases we rely on when collecting and using your personal information.

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about *lawful bases* on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- Your right of access - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information

with. There are some exemptions which means you may not receive all the information you ask for. *Read more about the right of access.*

- Your right to rectification - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. *Read more about the right to rectification.*
- Your right to erasure - You have the right to ask us to delete your personal information. *Read more about the right to erasure.*
- Your right to restriction of processing - You have the right to ask us to limit how we can use your personal information. *Read more about the right to restriction of processing.*
- Your right to object to processing - You have the right to object to the processing of your personal data. *Read more about the right to object to processing.*
- Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. *Read more about the right to data portability.*
- Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent at any time. *Read more about the right to withdraw consent.*
- If you make a request, we must respond to you without undue delay and in any event within one month.
- To make a data protection rights request, please contact us using the contact details **provided at the beginning of this Privacy Notice.**

Our lawful bases for the collection and use of your data

UK data protection law requires us to have a lawful basis for collecting and using your personal information. Depending on why we are using your information, different lawful bases may apply.

Our lawful bases for collecting or using personal information to provide services and goods are:

- Contract – we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for service updates or marketing purposes are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

We use personal information to communicate with existing students and parents about the tutoring services they receive, including lesson updates, course information, and other relevant educational services that may be of interest. We believe these communications benefit our students and parents, are proportionate, and do not override their privacy rights. Individuals can opt out of marketing communications at any time.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for legal requirements are:

- Legal obligation – we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

We use personal information to respond to enquiries, investigate and resolve complaints, and deal with any claims relating to our tutoring services. This helps us provide a good standard of service, maintain accurate records, and resolve issues fairly. We have considered the impact on individuals and believe this use of personal information is proportionate, expected, and does not override their rights or freedoms.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Where we get personal information from

- Directly from you
- Third parties:
 - Information may be provided by parents, guardians or students on behalf of the student. This may include school reports, mock examination results, SEND information, educational psychologist reports, exam access arrangement information and other educational records relevant to providing tutoring.

How long we keep information

We only keep personal information for as long as it is needed for the purpose it was collected, to provide our tutoring services, to comply with legal obligations, or to resolve any queries or disputes. When personal information is no longer required, it will be securely deleted or destroyed.

Our usual retention periods are:

- **Enquiries that do not become clients:** 12 months.
- **Student and parent records:** 6 years after tuition ends.
- **Financial records:** 6 years, in line with HMRC requirements.
- **Lesson recordings:** Lesson recordings are retained only for as long as necessary for the purpose for which they were made, such as safeguarding, educational support or quality assurance, unless a longer retention period is required by law.
- **Marketing consent records:** Until consent is withdrawn or no longer required.
- **Testimonials:** Until consent is withdrawn.

Who we share information with

We only share personal information when it is necessary to provide our tutoring services, comply with legal obligations or protect the welfare of our students. Where we use third-party service providers, they are required to handle personal information securely and only in accordance with our instructions and applicable data protection law.

Data processors

Cloud-based software providers, email and website hosting providers, online payment processors, video conferencing providers, cloud storage providers and business productivity software providers.

These data processors carry out the following activities on our behalf: These organisations provide services that help us operate our tutoring business. They may host our website, manage email communications, process online payments, store information securely, provide video conferencing for online lessons, manage bookings, and support the secure storage and processing of personal information on our behalf.

Others we share personal information with

- Organisations we need to share information with for safeguarding reasons
- Professional or legal advisors
- Relevant regulatory authorities
- Organisations we're legally obliged to share personal information with
- Publicly on our website, social media or other marketing and information media

Sharing information outside the UK

Where necessary, we will transfer personal information outside of the UK. When doing so, we comply with the UK GDPR, making sure appropriate safeguards are in place.

Organisation name: Google

Category of recipient: Cloud computing and email service provider

Country the personal information is sent to: United States

How the transfer complies with UK data protection law: Addendum to the EU Standard Contractual Clauses (SCCs)

Organisation name: Systeme.io

Category of recipient: Marketing automation, website hosting and online course platform

Country the personal information is sent to: United States

How the transfer complies with UK data protection law: Addendum to the EU Standard Contractual Clauses (SCCs)

Organisation name: NeetoCal

Category of recipient: Online appointment scheduling service

Country the personal information is sent to: United States

How the transfer complies with UK data protection law: Addendum to the EU Standard Contractual Clauses (SCCs)

Organisation name: Stripe

Category of recipient: Online payment processor

Country the personal information is sent to: United States (*assuming you're using Stripe's standard services*)

How the transfer complies with UK data protection law: Addendum to the EU Standard Contractual Clauses (SCCs)

Where necessary, our data processors may share personal information outside of the UK. When doing so, they comply with the UK GDPR, making sure appropriate safeguards are in place.

Organisation name: Google

Category of recipient: Cloud computing and email service provider

Country the personal information is sent to: United States

How the transfer complies with UK data protection law: Addendum to the EU Standard Contractual Clauses (SCCs)

Organisation name: Meta Platforms, Inc. (Facebook and Instagram)

Category of recipient: Social media and business messaging platform

Country the personal information is sent to: United States

How the transfer complies with UK data protection law: Addendum to the EU Standard Contractual Clauses (SCCs)

Organisation name: LinkedIn Corporation

Category of recipient: Professional networking and messaging platform

Country the personal information is sent to: United States

How the transfer complies with UK data protection law: Addendum to the EU Standard Contractual Clauses (SCCs)

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:

Email: lisa@itsnotrocketsciencetuition.co.uk

We hope to resolve any concerns quickly and fairly. If you have any questions or concerns about how we use your personal information, please contact us first so that we have the opportunity to help.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>