

# Privacy Notice

## Contact Details

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|---------------------------|--|
| <b>Name of Director</b>   | Ian Frankish   |
| <b>Registered Address</b> | 3 Wolfreton Garth, Kirk Ella, East Yorkshire, HU10 7AB |
| <b>Email</b>              | ifrankish@tutordocor.co.uk                             |
| <b>Telephone Number</b>   | 07868136507  |

## The type of information we collect

We currently collect and process the following information:

### Personal identifiers, contacts and characteristics

- **Parents/Guardian**
  - Full name of parents
  - Relationship to student
  - Home address, email address and contact phone number
- **Students**
  - Full name
  - Date of birth
  - Home address
  - School that the student attends
  - School year group
  - Education, Health and Care Plan (EHCP) plans where applicable and by permission of the parents
  - School assessment information
  - Baseline assessment data
- **Tutors**
  - Full name
  - Home address
  - Home address, email address and contact phone number
  - Curriculum Vitae

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- Qualifications/Certificates
  - Enhanced DBS
  - Overseas Police Checks (as required)
  - Formal identification documents e.g., passport and/or driving license
  - Additional proof of address e.g., bank statement (required for DBS checks)
  - Bank details
  - Medical Questionnaire

## How we obtain the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To enable us to contact you by your preferred means
- To provide us with the required information to match students with a tutor
- To provide the students, parents and tutors with the required information for the tutoring to take place.
- To enable us to pay tutors for services delivered
- To ensure that our recruitment processes for our tutors adhere to NSPCC Safer Recruitment Standards.
- To assess the effectiveness of our tutoring programmes.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Our website
- Social media enquiries
- We use the information that you have given us in order to
- Respond to your query

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

### **(a) Your consent.**

You are able to remove your consent at any time. You can do this by contacting Ian Frankish via telephone, email or mail.

### **(b) We have a contractual obligation.**

Your details are provided in order for us to fulfil our contractual obligation to you.

### **c) We have a legitimate interest.**

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The purpose of our business is to provide personalised tutoring solutions for students of all ages and abilities. We are using your data in ways that you would reasonably expect and that are necessary for the fulfilment of the delivery of our service.

**Student details** provided by the parent/guardian are shared with the Tutor (with the exception of date of birth). Home address is only provided when the tutoring is to take place at the student's home. In the case of online tutoring, a parent/guardian email address is provided.

**Parent/guardian details** are provided to the tutor. Home address is only provided when the tutoring is to take place at the student's home. In the case of online tutoring, a parent/guardian email address is provided.

**Tutor details** are provided to the parent/guardian in the form of a tutor biography. This includes the tutor's name and a summary of the tutor's academic background and tutoring experience. The tutor bio is copied to BANG for the tutor to view. It is up to the tutor as to whether they wish to share a contact number and/or email with the parent/guardian.

When a tutor has requested that Tutor Doctor applies for a new or updated DBS certificate on their behalf, identification documents as requested by Tutor Doctor for this purpose will be requested and personal data shared with the third party providing the DBS check. At present, we use uCheck.

Should the tutor be engaged to work with a school, the tutor's biography will be shared with the school. Should the school wish to see additional documentation relating to the tutor then permission will be sought to do so on a case-by-case basis. If a tutor is assigned to work on the National Tutoring Programme (NTP), it is necessary to share relevant data with the school and the organisation administering the scheme.

## How we store your personal information

Personal information is securely stored in our central database, BANG, and on our finance database QuickBooks; both are housed on a secure server. Forms and documents are also housed on a secure cloud server which is password protected and accessible by the Directors only.

Data on the CRM system, BANG, is part of Tutor Doctor Head Offices' global IT infrastructure. Client and Tutor email addresses are accessed by Head Office for the purpose of soliciting feedback on services delivered. Enrolment information is accessed by BANG staff for the purpose of IT support.

We keep the personal information for the duration of the time that you are actively receiving or delivering services with us as a tutor, student or parent/guardian. Following the cessation of services, the following applies:

Parents and Students – we keep the information provided on the enrolment form only for a period of six years from the end of the last company financial year. This is to adhere to accounting rules.

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Tutors – we keep your details for twelve months following the last date active as a tutor. We will request an update on your status every twelve months to ask if you would like us to continue to maintain your record as an active tutor.

## How we dispose of your personal information

Personal information is securely stored in our central database, BANG, and on our finance database QuickBooks; both are housed on a secure server.

On expiry of the required storage period, we will then dispose your information by:

Paper Documents – paper documents are destroyed permanently through secure shredding.

Electronic documents – digital information and back-ups are deleted from computers and electronic devices.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** – You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.

**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, in certain circumstances.

**You are not required to pay any charge for exercising your rights.** If you make a request, we have one month to respond to you.

Please contact us as per the details below if you wish to make a request.

|                           |  |
|---------------------------|--|
| <b>Name of Director</b>   | Ian Frankish   |
| <b>Registered Address</b> | 3 Wolfreton Garth, Kirk Ella, East Yorkshire, HU10 7AB |

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| <b>Email</b>            | ifrankish@tutordoctor.co.uk |
| <b>Telephone Number</b> | 07868136507                 |

## How to make a complaint

If you have any concerns about our use of your personal information, you can make a complaint to us at [ifrankish@tutordoctor.co.uk](mailto:ifrankish@tutordoctor.co.uk)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>