

# General Data Protection Regulation (GDPR) and Privacy Policy

CleverTutors — Faith Golding

At CleverTutors, we are fully committed to protecting your privacy and personal information. This policy explains how we collect, use, and store your data in accordance with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

Our aim is to ensure that all personal data handled by Faith Golding and CleverTutors is processed lawfully, fairly, and transparently.

This policy is available on our website and may be provided in printed form upon request. Any updates or amendments to this policy will be published on our website.

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## 1. Information We Collect

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

- Information provided when you complete our online contact form or communicate with us via email or phone.
- Details included in invoices, receipts, or payment transactions related to tutoring sessions.
- Emergency contact information, including names, addresses, phone numbers, and email addresses.
- Relevant information about your child or learner necessary for tutoring (e.g., year group, subject, special educational needs, or medical details).
- Contact information used to arrange lessons or share updates (via phone, email, or messaging platforms such as WhatsApp).
- Email addresses used for online learning tools such as Google Classroom, Zoom, or Microsoft Teams.
- Details of visits to our tutoring premises or participation in online sessions.

We only collect the minimum amount of data necessary to provide safe, effective tutoring services.

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## 2. How We Use Your Information

Your information is used solely for the purposes of delivering and managing your tutoring experience. This may include:

- Responding to your enquiries submitted via the CleverTutors website or by email.
- Sending invoices, receipts, and confirmations of booked lessons.
- Delivering homework, lesson materials, or online learning invitations (e.g., via Google Classroom or Zoom).
- Contacting you via email, phone, or WhatsApp regarding lesson scheduling or urgent updates.
- Providing updates about lessons (for example, in response to public health changes).
- Sending newsletters or educational updates — but only if you have explicitly opted in to receive them.

We will never share, sell, or distribute your personal data to third parties for marketing or any other purposes.

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## 3. Marketing and Newsletters

At CleverTutors, we respect your right to choose how and when you hear from us.

- You will only receive newsletters or marketing communications if you have opted in (for example, by ticking a subscription box or requesting updates).
- You can unsubscribe from our emails at any time by clicking “unsubscribe” or by contacting us directly.

We will never send marketing materials without your consent.

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## 4. How Your Data Is Stored

We store only the data that is necessary for the effective running of CleverTutors and the delivery of our tutoring services. We take every reasonable measure to ensure that all data is secure and protected from unauthorised access, misuse, or loss.

### a. Paper Records

- Paper records (e.g., registration forms, emergency contact details, or lesson notes) are securely stored on-site in locked cabinets within the tutoring premises.
- Paperwork containing personal data is never left unattended or visible to anyone other than the tutor.

### b. Electronic Devices

- All laptops, tablets, and mobile devices used for tutoring are password protected and encrypted.
- Access to these devices is restricted to Faith Golding only.

### c. Student Work and Display Materials

- Examples of student work displayed within the learning space or on CleverTutors' official social media accounts will never include a full name.
- Only a student's first name, initials, or year group may be shown.
- Written and/or verbal parental consent will always be obtained before sharing any student work publicly.

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## 5. Data Retention

Personal data is retained only for as long as necessary to fulfil the purposes for which it was collected (for example, while lessons are ongoing or for administrative/legal record-keeping).

Once data is no longer required, it will be securely destroyed or deleted.

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## 6. Your Rights

Under GDPR, you have the right to:

- Request access to the personal data we hold about you.
- Request corrections to any inaccurate or incomplete information.
- Request deletion of your data (“right to be forgotten”), unless retention is required for legal or contractual reasons.
- Withdraw consent to receive marketing communications at any time.

To exercise any of these rights, please contact Faith Golding directly at:

 [Insert contact email]

 [Insert contact number]

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## 7. Data Breaches

In the unlikely event of a data breach, CleverTutors will take immediate steps to contain the breach and assess its impact.

If a breach poses a risk to your personal data, we will inform you promptly and report the incident to the Information Commissioner’s Office (ICO), as required by law.

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Last Updated: October 2025

Tutor: Faith Golding

Business Name: CleverTutors



# CleverTutors

unlocking potential, one student at a time