

Oak Tutoring Partners Privacy Policy



Our contact details:

Name: Oak Tutoring Partners
Phone Number: 07951 460680
Email: office@oaktutoring.co.uk
Date of Privacy Policy: 1st September 2023

The type of personal information we collect:

We currently collect and process the following information:

- Name of Client and Student(s), home address, phone number and email address plus the name and phone number of a secondary contact.
- Information about the Student's academic performance/ reasons for accessing tutoring. eg age, year group, current levels or issues.
- SEND information - this includes specific learning needs, EHCP details, details of any barriers to learning.
- Any medical details the Client deems relevant to the child's tutoring.
- Information about the child that the Client deems relevant.

How we get the personal information and why we have it:

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

- To enable us to contact you to inform you of anything relevant to your child's tutoring.
- To enable us to provide the student with the correct level of tutoring, according to their needs.
- In cases of emergency.
- Invoicing purposes.

We use the information that Clients have given us to tailor the tuition according to the Students' needs. We may share this information with tutors subcontracted to Oak Tutoring Partners. Any shared information will remain confidential.

Lawful basis:

Under the UK General Data Protection Regulation (UK GDPR), the lawful basis we rely on for processing Client and Student information are:

(a) Your consent.

Clients are able to remove their consent at any time. You can do this by contacting Shaun Marshall at office@oaktutoring.co.uk.

Please note, however, that for child protection reasons, tutoring cannot continue after information is deleted. Terms and conditions regarding cancellation still apply.

Financial information is retained for seven years after tutoring ends for tax purposes.

How we store your personal information:

Client and Student information is securely stored in paper form and/ or electronic form.

We keep names, email addresses and all other relevant information for the duration of tuition.

By signing the Terms and Conditions document and completing the registration form, the Client consents to us holding information about their information on file until tutoring ends.

When tutoring ends, we will dispose of your personal information securely.

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.

Exercising your rights or making a request:

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

Please contact us on office@oaktutoring.co.uk or 07951 460680 if you wish to make a request.

How to complain:

If you have any concerns about our use of your personal information, you can make a complaint to us at office@oaktutoring.co.uk.

Clients can also complain to the ICO if they are unhappy with how we have used their data.

The ICO's address:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113
ICO website: www.ico.org.uk