

Privacy Policy

The National Tutoring Academy Limited

We are a company registered in England and Wales under the name The National Tutoring Academy Limited. This privacy policy will explain how our organisation uses the personal data we collect from you when you use our website and services.

Topics:

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities

What data do we collect?

Client/Student We collect and store the following data from the website enquiry form and the phone consultation:

- Student name, address, date of birth, school, and academic year

- Parent/guardian's name, contact number, email address
- Details of any Special Educational Needs

Staff We collect and store the following data via the documents received directly from you during the recruitment process:

- Name, current address + address history, date of birth, email address
- ID / Right to Work details
- DBS details (including criminal history)
- Education certifications
- Photo and bio details for Welcome Pack
- Bank details

How do we collect your data?

Client/Student You directly provide The National Tutoring Academy Limited with most of the data we collect. We collect data and process data when you:

- Submit an enquiry online
- Disclose information during telephone consultation
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email

Staff You directly provide The National Tutoring Academy Limited with all of the data we collect.

We collect data and process data when you:

- Apply for a job
- Disclose information during an interview
- Provide documentation during the recruitment stage

How will we use your data?

Client/Student The National Tutoring Academy Limited collects your data so that we can:

- Arrange the sessions
- Plan and manage your personal learning plan
- Safeguard
- Send invoices
- Email you with special offers on other products and services we think you might like

Staff The National Tutoring Academy Limited collects your data so that we can:

- Assess that you meet the safer recruitment requirements
- Run checks to ensure information is correct (with your permission)
- Contact you regarding tutoring sessions
- Make payments

How do we store your data?



Client/Student The National Tutoring Academy Limited securely stores your data in G Suite Cloud Based storage. G Suite and Cloud Identity meet the adequacy and security requirements of the European Union's General Data Protection Regulation (the "GDPR"). The National Tutoring Academy Limited is an agent for the introduction of one or more tutors to you and subsequently provides restricted access to your personal information to the assigned tutor/s via the G Suite. The tutors we use have relevant safeguards in place to protect your data in the same way that we do.

In addition to storing data virtually, tutors may create a physical folder that is used during your tutoring sessions that holds only the student's name as an identifier. Outside of these sessions, the folder is stored in a locked storage area.

The National Tutoring Academy Limited will keep your personal details for 3 years following the cessation of service/employment. Once this time period has expired, we will delete your data/shred it if it is in a physical folder.

Staff The National Tutoring Academy Limited securely stores your data in G Suite cloud-based storage. G Suite and Cloud Identity meet the adequacy and security requirements of the European Union's General Data Protection Regulation (the "GDPR"). Only the management/central admin team have access to the information you have provided, and the permissions are restricted accordingly.

The National Tutoring Academy Limited will keep your personal details for 3 years following the cessation of service/employment. Once this time period has expired, we will delete your data.

Marketing The National Tutoring Academy Limited would like to send you information about our products and services of ours that we think you might like. If you have agreed to receive marketing, you may always opt-out at a later date.

You have the right at any time to stop The National Tutoring Academy Limited from contacting you for marketing purposes. If you no longer wish to be contacted for marketing purposes, please email support@thenationaltutoringacademy.com.

What are your data protection rights?

The National Tutoring Academy Limited would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

- **The right to access** – You have the right to request The National Tutoring Academy Limited for copies of your personal data. We may charge you a small fee for this service.
- **The right to rectification** – You have the right to request that The National Tutoring Academy Limited correct any information you believe is inaccurate. You also have the right to request The National Tutoring Academy Limited to complete the information you believe is incomplete.
- **The right to erasure** – You have the right to request that The National Tutoring Academy Limited erase your personal data, under certain conditions.

- **The right to restrict processing** – You have the right to request that The National Tutoring Academy Limited restrict the processing of your personal data, under certain conditions.
- **The right to object to processing** – You have the right to object to The National Tutoring Academy Limited's processing of your personal data, under certain conditions.
- **The right to data portability** – You have the right to request that The National Tutoring Academy Limited transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email: support@thenationaltutoringacademy.com.

Changes to our privacy policy

The National Tutoring Academy Limited keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on [Last Updated Date].

How to contact us

If you have any questions about The National Tutoring Academy Limited's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: support@thenationaltutoringacademy.com

Call us: 07979182787



How to contact the appropriate authority

Should you wish to report a complaint or if you feel that The National Tutoring Academy Limited has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Email: dataprotectionfee@ico.org.uk

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