

Privacy Policy

January 2023



PURPOSE AND SCOPE OF THIS PRIVACY NOTICE

This privacy notice aims to give you information on how Mrs BC's Tutor Room collects and processes your personal data through your use of this website.

Mrs BC's Tutor Room can be contacted through details provided on the website.

This website is not intended for children and we [Mrs BC's Tutor Room] do not knowingly collect data relating to children. Parental supervision is required if children are to use this website.

It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

Our website operates in accordance with the General Data Protection Regulation (the "GDPR"), (Regulation (EU) 2016/679), which is a directly binding legislative act. Mrs BC's Tutor Room is committed to maintaining the trust and confidence of our visitors to the website. This Privacy Policy explains the types of personal data that may be collected from you, how it is used, the very limited conditions under which it may be disclosed to others, how it is kept secure, and your rights regarding your personal data.

PERSONAL DATA WE COLLECT

- **Contact Data** includes your name, email address, telephone number, postal address, postcode.
- **Technical Data** includes your IP address, browser details, operating system details, pages visited, actions taken.
- **Student Profile Data** includes the subjects requested for tutoring, level of education/year group, current school setting, any additional data shared by you in relation to your child/the student's tuition.
- **Messaging Data** includes any information provided by your use of your phone's normal messaging systems and/or Whatsapp or Facebook messages.
- **Aggregate Data.** Aggregate data may be derived from your personal data but this data does not directly or indirectly reveal your identity. For example, the system may aggregate certain usage data to calculate the percentage of users accessing a specific website feature.



HOW WE COLLECT PERSONAL DATA

Mrs BC's Tutor Room collects your personal data in several ways, but always in compliance with the law. We will collect your personal data in the following manner:

- **Online Forms (if applicable).** Most information collected from you is collected via an online form that you fill out.
- **Cookies And Automatic Collection.** Certain information is collected by placing a cookie on your computer. Some cookies are required for the operation of our website and are automatically loaded onto your computer. Other cookies are non-essential cookies and require you to opt-in before they will be loaded onto your computer. See our Cookie Policy. In addition, certain information may be collected automatically, including your IP address, your type of operating system, browser type, and the pages you visited and actions you have taken on our website.

HOW WE USE PERSONAL DATA

We will only use your personal data in compliance with the law. Most commonly, we will use your personal data in the following circumstances:

- Internal record keeping.
- To provide you with services.
- To improve products and services.

If you have opted to receive direct marketing materials, we will send you promotional email about new products, special offers, or other information which we think you may find interesting.

From time to time, we may also use your information to contact you by email or text regarding offers or promotions from carefully selected third parties if you have agreed to being contacted in this way.

The following table outlines the various purposes and activities for which we will use your data as well as the lawful basis that allows us to use the data:

Purpose/Activity	Type of data	Lawful basis for processing
General Website		
To use data analytics to improve our website, services, marketing, customer relationships, and experiences.	Technical Data	Legitimate Interests (to define types of users of our services, to keep our website updated with relevant content, to develop our business, and to inform our marketing strategy)
Enable all users to contact Mrs BC's Tutor Room via email.	Contact Data	Consent
To manage Mrs BC's Tutor Room's relationship with you, including notifying you about changes to this privacy policy or any other changes or updates related to the website.	Contact Data	Consent Legal Obligation



HOW WE PROTECT YOUR PERSONAL DATA

Mrs BC's Tutor Room follows generally accepted industry standards to protect the information submitted, both during transmission and once it is received. We maintain appropriate administrative, technical, and physical safeguards to protect personal data against accidental or unlawful destruction, accidental loss, unauthorized alteration, unauthorized disclosure or access, misuse, and any other unlawful form of processing of the personal data in our possession. All live servers utilise firewalls and the latest security patches are installed and updated regularly. We also ensure data encryption, password protection, and other access and authentication controls.

WHEN PERSONAL DATA MAY BE SHARED

- Third party businesses who process payments on our behalf.
- Third party businesses who help us develop our business, inform our marketing strategy, and maintain our website with relevant services (eg. Wix, Facebook)
- Third party businesses who provide cloud storage services (eg. Zoom, Microsoft).
- Third party businesses who provide communication software we use to contact you in accordance with this Privacy Policy (eg. Google).
- Another organisation if we sell or buy (or negotiate to sell or buy) any business or assets.
- Mrs BC's Tutor Room will disclose your information if required to by law. We may disclose your information to enforcement authorities if they ask us to, or to a third party in the context of actual or threatened legal proceedings, provided we can do so without breaching data protection laws.

YOUR RIGHTS

We respect your desire to maintain the privacy of your data, and will always work with you to ensure your data is being used responsibly. Please always feel free to contact Mrs BC's Tutor Room regarding any questions or concerns you may have regarding your data.

You will always have the following rights with respect to your personal data:

- **Right to Revoke Consent.** You always have the right to revoke any consent you have given for us to use your data.
- **Right of Access.** You have the right to access any of your personal data we hold.
- **Right to Object to Processing.** You have the right to object to our processing of your data except where we can demonstrate that our compelling interests, or the compelling interests of a third party, override your interests.
- **Right of Rectification.** You have the right to rectify or correct any of your data we hold that is incorrect or inaccurate.
- **Right of Erasure.** Your right to erasure may be accomplished by deleting your account or by contacting us (and we can delete your account). After your account is deleted, any of



your personal data we hold is deleted or anonymized except for a brief record demonstrating our compliance with your request.

- **Right to Restrict Processing.** You have the right to prevent us from processing your data:
 - for a period to enable use to verify the data's accuracy, if you believe the data is inaccurate or incorrect;
 - if our processing is unlawful;
 - if you require us to maintain the data for purposes of the establishment, exercise, or defence of a legal claim; or
 - for a period pending the verification of our legitimate interests, if you have objected to our legitimate interests in using your data.
- **Right of Data Portability.** You have the right to request we provide you your data in a structured, commonly used, and machine-readable format and the right to transmit that data to another controller.
- **Right to Opt-Out of Marketing.** You always have the right to opt-out of any marketing emails or other correspondence we may send to you.

You can exercise your rights in several ways:

- By checking (or not checking) certain boxes on the forms we use to collect your data;
- by opting out or exercising certain of your rights via the settings in your account;
- by giving or withdrawing consent verbally; or
- by contacting mrsbctutoring@gmail.com

HOW LONG PERSONAL DATA IS KEPT

Mrs BC's Tutor Room reviews retention periods for personal information on a regular basis. We currently hold information for a period of 6 months (180 days) after tuition ceases, deleting all files and data at the passing of the 180th day.

Any Zoom video taken according to Mrs BC's Tutor Room Safeguarding Policy and Terms & Conditions is currently kept for between 28 days and 1 year.

COOKIES

Like many other websites, Mrs BC's Tutor Room website uses cookies. Cookies are small pieces of information sent by an organisation to your computer and stored on your hard drive to allow that website to recognise you when you visit. They collect statistical data about your browsing actions and patterns and do not identify you as an individual. Most web browsers allow some control to restrict or block cookies; however, disabling cookies may affect your ability to use certain parts of our website. For more information about cookies and instructions on how to adjust your browser settings, visit the Internet Advertising Bureau website <http://www.youronlinechoices.com/uk>.

See our Cookie Policy.



THIRD-PARTY LINKS/WEBSITES

Mrs BC's Tutor Room website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

CHANGES TO MRS BC'S TUTOR ROOM PRIVACY POLICY

We will notify you of any changes to this Privacy Policy either by email, in your account, by banner notification on the website, or by any other means that is likely to make you aware of the changes.

HOW TO CONTACT US

Any questions regarding this Policy and our privacy practices should be sent by email to us at mrsbctutoring@gmail.com.

