**Privacy Notice**

When you interact with us either through our website or during the course of our dealings with you, we will collect some personal data to enable us to communicate with you and to perform our services. The data is collected through a variety of channels such as:

* Provided directly by you e.g. when you enquire about our services
* Collected in the normal course of our relationship with you
* The personal data has been made public by you e.g. contacting us via a social media platform
* Collected when visiting our website and using its features
* Some personal data might be created by us for example records of our communication

To allow us to provide you with our services we might collect your name, contact details including address, phone number and email address. Additionally, we also collect your IP address, any medical regarding the child that we need to be aware of, ethnicity, lifestyle, religion, details of next of kin in case of emergency, copy of performance reviews school reports provide to us by you. Content of calls that we might have with you and emails content.

The tuition sessions are recorded for revision purposes for the student’s benefit and your explicit consent is obtained prior to the recording taking place.

If you are a teacher and would like to join our group of tutors, we will need to collect the following data from you:

* Name
* Contact details including address, phone number and email address
* A form of ID such as passport or driving licence
* Employment history
* Interview notes
* National Insurance Number
* Qualifications
* Medical, religion and nationality
* We are also legally obligated to collect information about any criminal convictions and carry out a DBS check on you.

The tuition sessions are recorded for revision purposes for the student’s benefit and your explicit consent is obtained prior to the recording taking place.

The legal basis for processing your data is contractual obligations and legitimate interest, where applicable. In some circumstances we might have to rely on consent, and you will be provided with the appropriate way to grant such consent and to withdraw it should you chose to do so at a later date.

We use the following applications to store and process your data

* MS Office 365 (our operational & communication system)– data stored in UK on an AWS server
* WordPress (our website platform) – data stored in the UK.
* IONOS (Host provider for website) – data stored in the UK.
* FreeAgent (our accounting system) – data stored in UK.
* Guida Accountancy & HMRC
* Echo Development (our Learning management system) – data stored in the UK
* LearnCube (our virtual classroom) – data stored in the UK/Europe

We will keep your data for between 3months-3 years after contract termination, in line with our retention policy. After this period the data will be permanently deleted from all our systems and safely disposed of.

You have the right of access to obtain copies of your data, the right to have your data rectified if it’s incorrect or incomplete, the right to object to your data being processed and to have your data deleted. You also have the right to restrict processing for example if you need us to store your data longer than 6 years after contract termination. Please be aware that the objection and deletion rights are not absolute they are applicable only in certain circumstances. If you wish to exercise any of your rights, please reach out to us by emailing us at contact@cambridgeonlinetuition.co.uk

We would hope that you will never have the need to complain. However, in case you do please contact us at contact@cambridgeonlinetuition.co.uk and we will do our outmost to resolve the matter.

If you feel that we have not dealt with your complaint to your satisfaction, you have the right to complain to the supervisory authority <https://ico.org.uk/concerns/>

## About Cookies

**What are Cookies**

Cookies are small information files written by a website and stored within the web browser or file system on your computer or mobile device.

Websites use cookies to:

* + Distinguish you from other users
  + Personalise your user experience by adding features on the website personalised to you
  + Improve the overall functionality of the website

**How we use Cookies**

Our website uses cookies to improve your user experience. We will ask you to consent to our use of cookies in accordance with the terms of this policy when you first visit our website.

There two types of cookies:

* Necessary Cookies = they make the website work and monitor the performance of the website
* Non-Necessary Cookies = they remember your preferences, they collect your IP address, likes and dislikes.

**How to reject Cookies**

To disable non-essential cookies used on this site, follow the **Cookies** link at the bottom of the page, and unselect each cookie. You can re-accept the cookies again at any time by following the same process.

Most website browsers also allow you to reject and to delete cookies. The methods for doing so vary from browser to browser, and from version to version.

**You can obtain up-to-date information about blocking and deleting cookies from the Help menu of your browser.**

Blocking all cookies will have a negative impact upon the usability of many websites.

If you block cookies, you may not be able to use all the features on our website.

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