

Friendly Penguin Tutoring Privacy Policy

Our contact details

Name: Friendly Penguin Tutoring

Phone Number:07394316997

E-mail: friendlypenguintutoring@gmail.com

Website: <https://www.friendlypenguintutoring.com>

Date completed: 28th June 2023

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (name and contact details etc)
- Emails
- Text messages or other messages via messenger apps
- Assessments
- Exam marks
- Registration forms
- Video recordings from online tutoring sessions (if applicable)
- Correspondence from the students' school or college (if applicable)

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 for one of the following reasons:

- To enquire about tutoring services
- To sign up for tutoring services

We also receive personal information indirectly, from the following sources in the following scenarios:

- Leads from your submissions on online directories

We use the information that you have given us in order to:

- To collect payment (invoice)
- To record progress of learning
- To communicate with parents about sessions (booking, cancellations)



Date: 28/06/2023

We may share this information with third parties **only** in the case of a safeguarding issue **or** if the child's parent/ carer has given permission or specifically asked that information is shared (e.g. with a school).

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent. You are able to remove your consent at any time. You can do this by contacting friendlypenguintutoring@gmail.com

(b) We have a contractual obligation (current students).

(c) We have a legal obligation (GDPR compliance)

(d) We have a legitimate interest (measuring progress).

How we store your personal information

Your information is securely stored electronically. This is the retention schedule for data:

Information that can be deleted when a child finishes his or her tutoring sessions, on the request of a parent of carer:

- SMS or other messages
- contact numbers stored on a mobile phone or personal device

Information that must be kept for an extended period:

- Anything relating to safeguarding, accidents or incidents must by law be held until the child reaches 21 years and three months of age.
- Contracts, consent forms, information sheets, invoices and payment information must be held for seven years.

All other information will be routinely deleted or destroyed once the child is no longer one of our tutees.



Date: 28/06/2023

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 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.

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

Please contact us at [friendlypenguintutoring@gmail.com or 07394613997] 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 [friendlypenguintutoring@gmail.com or 07394613997].

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

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

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>



Date: 28/06/2023