

## **Manchester Tutors Data Protection Policy & Privacy Notice**

Manchester Tutors uses personal data about living individuals for the purpose of general administration and communication.

Manchester Tutors recognises the importance of the correct and lawful treatment of personal data. All personal data, whether it is held on paper, on computer or other media, will be subject to the appropriate legal safeguards as specified in the General Data Protection Regulation 2017.

Manchester Tutors fully endorses and adheres to the eight principles of the GDPR. These principles specify the legal conditions that must be satisfied in relation to obtaining, handling, processing, transportation and storage of personal data. Employees and any others who obtain, handle, process, transport and store personal data for Manchester Tutors must adhere to these principles.

### **The Principles**

The principles require that personal data shall:

1. Be processed fairly and lawfully and shall not be processed unless certain conditions are met.
2. Be obtained for a specified and lawful purpose and shall not be processed in any manner incompatible with that purpose.
3. Be adequate, relevant and not excessive for those purposes.
4. Be accurate and where necessary, kept up to date.
5. Not be kept for longer than is necessary for that purpose.
6. Be processed in accordance with the data subject's rights.
7. Be kept secure from unauthorised or unlawful processing and protected against accidental loss, destruction or damage by using the appropriate technical and organisational measures.
8. Not be transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

### **Maintaining Confidentiality**

Manchester Tutors will treat all your personal information as private and confidential and not disclose any data about you to anyone other than the administrative team and your personal tutor/parent in order to facilitate proper administration and efficient functioning of the tuition relationship.

### **Manchester Tutors Personal Data Consent Form**

Manchester Tutors and Tutor Cruncher, a third-party system used to hold your information electronically, request your consent to hold personal data relating to maintaining and improving the

efficient running and management of our business activities – that is connecting excellent tutors with parents, guardians and students, monitoring that relationship, processing invoices and payment orders, and providing additional support when required.

Other third parties:

GoCardless – processes direct debit payments required for processing invoices quickly and efficiently.

Stripe – processes debit and credit card payments required for paying invoices.

NatWest Bank - making payments via bank transfer to tutors and contractors, your sort code and account number are held securely by our bank to ensure efficient, prompt payment.

These other third parties will only have access to the information inputted and once it has been inputted, your details are not viewable by any member of our organisation at Manchester Tutors, cannot be used or edited in any way other than for the purposes outlined above.

### **For Clients/Parents/Guardians/Students**

We need:

- Your last name, telephone number, house number, full address and post code, and email address;
- Information relating to your request – your child or your own needs, i.e. an A-Level Maths tutor.
- Your child/the students' name, house number, full address and post code of where lessons will take place (if different from your own).

You have a choice as to whether you would like to provide us with additional information, such as:

- Gender
- Date of birth
- Hobbies and interests

This additional information is used for the efficient running and management of our business, including matching you or your child with a tutor and providing relevant ongoing support, and additional information relevant to learning and education.

### **Rights of Access of Information**

You can:

- access and obtain a copy of your data on request;
- review, update and manage your financial data;
- require Manchester Tutors to change incorrect or incomplete data;
- require Manchester Tutors to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing; and
- object to the processing of your data where Manchester Tutors is relying on its legitimate interests as the legal ground for processing.

### **What we do with the information we gather:**

Data we (may) hold	Why we need it
Full Name	To identify and communicate with a unique account holder and to check for duplicate accounts
Email & Telephone	So we can contact you if we need to discuss your account and tuition
Username & Password	Unique login identity for you to access your account. Your password is stored in a one way encrypted form which means only you know what it is. An encrypted password cannot be recovered if forgotten, but you can reset your password by requesting a password reset.
Date of Birth	Young People only to be used anonymously for participation data
Parent details	Young People under the age of 16 years are required by GDPR to have parental consent to use online services that collect data
Session data	We record each time you login so we can record user frequency which we use to study user online behaviour

### **How do we hold your data?**

We use database systems to hold your data, both which are accredited, approved and compliant with the new EU regulations.

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **Rights to Access Information**

Parents, Tutors and other subjects of personal data held by Manchester Tutors have the right to access any personal data that is being held in certain manual filing systems. This right is subject to certain exemptions: Personal Information may be withheld if the information relates to another individual.

Any person who wishes to exercise this right should make the request in writing to the Manchester Tutors Data Officer, using the standard letter which is available online from [www.ico.gov.uk](http://www.ico.gov.uk).

Please address all correspondence to:

FAO: The Data Protection Officer

Manchester Tutors

18 Burrswood Avenue

Bury BL9 5HW

or emailing [info@manchester-tutors.co.uk](mailto:info@manchester-tutors.co.uk)

If personal details are inaccurate, they can be amended upon request.

Manchester Tutors aims to comply with requests for access to personal information as quickly as possible, but will ensure that it is provided within 30 days of receipt of a completed form unless there is good reason for delay. In such cases, the reason for delay will be explained in writing to the individual making the request.

## **Withdraw Consent**

You can withdraw your consent at any time to us holding and processing your data. Please email us at [info@manchester-tutors.co.uk](mailto:info@manchester-tutors.co.uk), or call us at 07545010444 to withdraw your consent.

If we can be of any further help please do not hesitate to contact us.