



GDPR, Confidentiality, Privacy and Data Retention Policy

Introduction

Helen Bailey Tuition is committed to protecting and respecting your privacy. This Privacy Policy outlines how we collect, use, store, and protect personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018.

Data controller

The data controller responsible for personal data is:

Helen Bailey
95 The Vineyard, Welwyn Garden City, Hertfordshire, AL8 7PX
helenbailey188@yahoo.com
07411070316

What data we collect

We may collect and process the following personal data:

- Parents and Clients: Names, addresses, email addresses, phone numbers, and payment details.
- Students: Names, ages, academic information, and learning progress.

How we collect data

We collect personal data in the following ways:

- Direct interactions (e.g., sign-ups, phone calls, emails, or in-person meetings)
- Payment transactions

Purpose of Data Processing

We collect and process personal data for the following purposes:

- To provide tuition services
- To communicate with parents and clients
- To process payments and invoices
- To comply with legal obligations
- To improve our services

Lawful Basis for Processing

We process personal data under the following lawful bases:

- Contract: To fulfil our agreement with you.
- Legal Obligation: To comply with applicable laws.
- Legitimate Interests: To improve our services and respond to inquiries.
- Consent: Where required, such as for marketing communications.

Data Sharing and Security

We do not sell or share personal data with third parties except where required by law or where necessary to provide our services (e.g., payment processors). We implement appropriate security measures to protect personal data.

Data Retention

We retain personal data only as long as necessary for the purposes outlined above. Student records are typically kept for 12 months after service completion unless required for legal or compliance reasons.

How will information about my family be kept confidential

Any information given to me, either verbally or in writing, regarding your child or your family, will be treated as confidential. I am registered with the Information Commissioner's Office (ICO) and am aware of my responsibilities under the General Data Protection Regulations (GDPR) and the Data Protection Act, 2018.

Any information relating to your child is stored digitally in password-protected files.

Information about your child and other agencies

Information about your child will not be discussed with anyone else, except those named on initial agreements (namely parents/carers). Exceptions can be made where written permission has been given to speak to a named individual either as a one-off or an ongoing basis eg: a grandparent, school or another tutor your child might be working with. If these permissions have been given, they can be withdrawn at any time and in that circumstance, no further communication will be made. I will, however, divulge confidential information to the relevant authorities if there appears to be a safeguarding issue that potentially affects a child's welfare and/or safety.

Parent/carers responsibility regarding confidentiality?

During the course of our working relationship, you will most likely find out information about myself and my family. This information should also be kept confidential in order to respect my family's privacy. Parents/carers should not discuss any personal information they see, hear or are informed about, with anyone else. For more information about your full data rights, please take a look at the Information Commissioner's Office (ICO) website.

Your Rights

- Under the UK GDPR, you have the following rights:
- Right to access your personal data
- Right to rectification of inaccurate data
- Right to erasure ("right to be forgotten")
- Right to restrict processing
- Right to data portability
- Right to object to processing
- Right to withdraw consent at any time

To exercise any of these rights, please contact us at Helen Bailey Tuition – helenbailey188@yahoo.com.

Complaints

If you have concerns about how we handle your data, you may contact us directly. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO): Website: <https://ico.org.uk> Phone: 0303 123 1113

Changes to This Policy

We may update this Privacy Policy from time to time. We will notify you of any changes.

Contact Us

For questions about this Privacy Policy, please contact:

Helen Bailey Tuition

helenbailey188@yahoo.com

07411070316