

Our privacy policy for clients

Mathematical Minds Tuition Limited maintains a strict policy of client and tutor confidentiality and we are committed to protecting and safeguarding your personal data. As part of the commitment, this policy aligns with the requirements of the General Data Protection Regulation (GDPR).

This policy relates to all information you provide to Mathematical Minds Tuition Limited.

Our contact details:

Name:	Mathematical Minds Tuition Limited
Address:	7 Nesfield Grove, Hampton in Arden, Solihull, West Midlands B92 0BQ
Phone Number:	07805 904 241
E-mail:	hannah@m2t.co.uk
Website:	www.m2t.co.uk
Social Media:	fb.com/mathematicalmindstuition instagram.com/mathematicalmindstuition

ICO reference number: ZB034843

What information do we collect from you?

In line with data protection laws, we are only able to process personal data where we have a valid reason to do so.

We may collect from you:

- Your name, email address and contact telephone number (so that we can communicate with you about the tuition service we provide or will potentially be providing to you and your child);
- Your child's name, school name, school year, maths set and educational background (so that we can deliver tailored and effective tuition services to your child);
- Your child's mobile telephone number and/or email address where appropriate (so that we can video call if necessary or send over homework).

We will ask you to give consent for us to process your child's information, where your child is aged 16 or under.

What do we do with the information?

We will use your personal information to fulfil tuition requests, meet our contractual obligations with you and deliver a high-quality tuition service.

We use Tutorbird as an organisational tool to store your personal information including name, email address and telephone number. We also store your child's name and their email address where provided, if consent to do so is given by you. This online tool allows us to send auto-reminders for sessions and track payments.

Sharing your information with third parties

We share your personal information and that of your child with the tutor who will be delivering the tuition service to you and your child.

We are a collaborative tuition provider and tutors may discuss individual concerns or needs in order to provide the highest quality tuition service to you and your child.

Your personal data may be transferred to countries outside the UK or European Economic Area that may not have the same laws to protect your data. You should not submit any personal data unless you accept this position.

For example:

- We use Tutorbird to store some of the information you provide about you. You can view the Tutorbird Privacy Policy here: <https://www.tutorbird.com/privacy-policy/>.
- We use Microsoft365 to send emails to you in relation to the tuition services we provide. We also store lesson notes and records centrally in Microsoft Teams. You can view the Microsoft Privacy Policy here: <https://privacy.microsoft.com/en-gb/privacystatement>
- We may also use Google Drive to back up all of our central electronic information. You can view the Google Privacy Policy here: <https://policies.google.com/privacy>.
- We use Bookwhen so that customers can book onto our group tuition sessions. You can view the Bookwhen Privacy Policy here: <https://bookwhen.com/privacy>

We will not share your personal information with any other third parties without informing you first, unless we are required to do so by law.

Lawful basis for processing your data

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

- We have a contractual obligation.
- Consent

How do we keep your information safe?

We take reasonable steps to ensure that your information is kept safe and will endeavour to protect it from unauthorised access.

How long will we keep your information?

We will retain your data only for as long as necessary in accordance with applicable laws. For clients, this means we will keep your personal data whilst you are an active client of Mathematical Minds Tuition. If you do not receive any services for a period of 8 years, your data will then be deleted.

What rights do you have over your information that we hold?

- You have the right to access: you can request a copy of all the information that we hold about you, at no cost.
- You have the right to rectification: you can ask us to correct any inaccuracies in the information that we hold about you.
- You have the right to be forgotten: you can ask us to delete your personal information if there is no need for us to keep it.
- You have the right to restriction: you can ask us to restrict the personal information that we are processing, in certain circumstances.
- You have the right to object: you can tell us if you think we are using your personal information incorrectly and you would like us to stop.

Mathematical Minds Tuition Limited | e: hello@m2t.co.uk | www.m2tonline.co.uk | [@mathematicalmindstuition](https://www.instagram.com/mathematicalmindstuition)

Please inform us if you would like to exercise any of the above rights.

Information about other services that we provide

From time to time, we may provide services that we think would be of interest to you, based on the services you have requested from us previously. We will only inform you of these services when there is a legitimate interest to do so. This includes sending emails giving details of relevant events or courses to our clients. You can tell us if you do not wish to receive these updates.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us by emailing hannah@m2t.co.uk.

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>

Policy review

We are committed to reviewing our policy and good practice annually. This policy may be changed or amended at any time, so you should review it occasionally so that you are aware of any changes. We will let you know when this policy has changed.

If you have any questions or concerns regarding our data protection practices, please email Hannah at hannah@m2t.co.uk.

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