

## - PRIVACY POLICY -

### Pupils, Parents and Guardians

#### General

Grade9Tuition is committed to ensuring your personal data is protected. This Privacy Policy explains what happens to any personal data that you provide to us, or that we collect from you whilst you visit our site. We are registered with the ICO and our registration number is 11937459.

We do update this Policy from time to time so please review this Policy regularly.

This Privacy Policy was last updated on 14th April, 2019.

#### About Us

This website is operated by Grade9Tuition Limited, 74 Bristol Street, Birmingham, England, B5 7AH

#### Customers and Website Users

The information we hold about you and your child comes from the way you engage with us, such as if you enquire about our courses, register or enrol for our courses online through our website, via email, post or over the telephone. We will also collect information about you and your children during the period you are enrolled with us via email, telephone, post and from discussions with you.

Through our Grade9Tuition tuition centre and official website, customers and website users have the opportunity to enquire about and purchase our products and services. In order to respond to these enquiries and provide these services and/or download any available products, we ask customers and website users for some personal information.

#### Information We Collect

- Personal information: name, address, gender, contact telephone numbers, email addresses, date of birth, school, student photo.

- **Academic Records:** Your child's education history, status and abilities. Student test and assessment scores and progress reports/profile sheets produced by Grade9Tuition.
- **Financial Information:** Bank account details, billing, payment history, credit/debit card or other payment details if applicable
- **Special Category Information:** Demographic information such as preferences and interests and student medical information
- **Other information:** requested on voluntary customer surveys and/or offers.

#### How do we use this information?

- The legitimate interest of providing you with the information you requested or to register your interest in our services.
- The legitimate interest of your child's enrolment for tutoring.
- We process your personal information to communicate with you to fulfil the contract between us to provide tutoring.
- We process your bank details for payments for tutoring to fulfil the contract between us to provide tutoring.
- We process your child's information and academic records to monitor and fulfil the contract between us to provide tutoring.
- We process your child's medical information for the vital interests of the child to ensure they receive appropriate care and to respond to any emergency.
- To enable us to respond to your enquiry.
- To send you information regarding our services or special offers.
- To collect and analyse statistics to improve the service we provide you.

We will only contact you by email if you have agreed to receive such communication.

You have the right to ask us not to process your data for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please email us: [info@grade9tuition.com](mailto:info@grade9tuition.com) or write to our address below.

We do not give your details to third parties.

## Use of Cookies

Cookies are small files saved to the user's computer hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

Users are advised that if they wish to deny the use and saving of cookies from this website on their computer's hard drive they should take necessary steps within their web browsers security settings to block all cookies from this website and its external serving vendors.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information [<http://www.google.com/privacy.html>].

Other cookies may be stored to your computer's hard drive by external vendors when this website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. No personal information is stored, saved or collected.

## Where we store the Information

The data we collect from you is stored on our computer and server hard drives and in hard copy files and will only be stored inside the European Economic Area (EEA). By submitting your personal data, you agree to this transfer, storing and processing.

## Retention

We will retain your personal information in accordance with GDPR and legal and regulatory requirements.

-Where you have requested information, but we have had no further interaction with you for a period of two years we will delete your data.

-Where you have registered for our service, but we have had no further interaction with you for a period of two years we will delete your data.

-Where we have entered into a contract for tutoring services we must retain your, and your child's, personal information for seven years after the end of the contract.

-Academic records are destroyed at the end of each academic year.

-Children's medical information is deleted once a child is no longer registered as a student.

### Disclosing Your Information

We disclose your information to authorised personnel of Grade9Tuition only and by our IT suppliers who host our websites and applications. Our suppliers are bound by EU privacy law and the terms of the contracts include the enhanced General Data Protection Regulation terms and clauses.

We will not share personal information with any other organisation unless we are a legally required to do so.

### Links to other websites

On occasion we may include links to third parties on this website. Where we provide a link, it does not mean that we endorse or approve that site's policy towards visitor privacy. You should review their privacy policy before sending them any personal data.

### Accuracy

Grade9Tuition makes every effort to ensure information collected is accurate and up-to-date. We encourage you to help us by telling us immediately if you change your contact details.

### Access to Information

In accordance with the Data Protection Act 2018 you have the right to access any information that we hold relating to you. Please note that we reserve the right to charge a "reasonable fee" to cover costs incurred by us in providing you with the information.

To make a request for your personal information, please contact the Data Controller at: [info@grade9tuition.com](mailto:info@grade9tuition.com).

## Your Rights

You have the right to:

- object to processing of personal data that is likely to cause, or is causing, damage or distress;
- have inaccurate personal data rectified.
- request your information to be deleted or destroyed and if we can we will but sometimes we must maintain some records for legal reasons.

If you are not happy how we are using your information or how we have responded to your request, you have the right to complain to the Information Commissioner's Office at [www.ico.org.co.uk](http://www.ico.org.co.uk).

## Contacting Us

We try to meet the highest standards when collecting and using personal information. Please bring it to our attention if you think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures. If you have any requests or concerns about any information contained within our Privacy Policy, email or write to:

The Data Controller  
Grade9Tuition Limited  
74 Bristol Street,  
Birmingham,  
England,  
B5 7AH

Or email us at: [info@grade9tuition.com](mailto:info@grade9tuition.com)

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