

Privacy Policy

These Terms and Conditions (Terms) govern the provision of tutoring services by Pro Tutoring Ltd (The Company) to the Client. By purchasing a product, you agree to be bound by these Terms.

Under the Data Protection Law, all individuals and clients have a right to know how Pro Tutoring Ltd uses any personal data that we hold about them. We comply with this right by providing 'Privacy Notices' to individuals where we are processing their personal data. This privacy notice explains how we collect, store and use personal data about our pupils, parents and tutors.

Due to the size of Pro Tutoring Ltd, we are not required to have a DPO (Data Protection Officer), however we are a registered and paying member of the Information Commissioner's Office who provides us with support and guidance where necessary. If there are any concerns about the use or storage of data please contact Mr Raymond Caton as the Data Protection Lead (DPL).

1. Personal data that we may collect, use, hold or share (when appropriate) about the following.

1.1 Pupils:

- Parental contact details
- Date of birth, sex and school year group
- Assessment data and progression data
- Curriculum records such as school reports (optional)
- Characteristics such as Special Educational Needs or Disabilities
- Exclusion or behaviour information
- Details of any medical conditions, including physical and mental health. This may include information about vaccinations or medical conditions of your household (if required).
- Attendance information
- Safeguarding information
- Details of support received including care packages, plans, support providers etc
- Photographs (if permission is granted)

If there is reason or occasion to do so, we may also hold any information received from local schools, Department for Education or local authorities.

Yours sincerely



Raymond J Caton
Teacher/ Tutor & Director
Pro Tutoring Ltd



86-90
Paul Street
London
EC2A 4NE



Pro-tutoring.co.uk



Admin@pro-tutoring.co.uk

1.2 Clients (Parents, Carers, Guardians etc):

- Contact details (email address and telephone number)
- Sex
- Martial status and spouse details
- Address
- Children details
- Details of any internal or external support
- Financial details such as card information, bank address and balance updates (stored within TutorCruncher/MemberVault)
- Photographs (with permission)
- Reviews
- Safeguarding information
- Details of any medical conditions and status of vaccinations within a household
- Vulnerable characteristics
- Children attendance records

1.3 Tutors:

- Date of birth, sex, emergency contact details, contact preferences
- Identification documents (right to work in the UK, proof of address etc)
- Qualifications and teacher status (teacher reference number, DBS, copies of qualifications, DBS and Barring Service information)
- Previous teaching experience and names of schools (if required)
- References from previous employers, other referees and all the data within
- Meeting notes and information stored during interviews
- Reviews written by clients
- Curriculum Vitae documents and the information stored within
- Photographs
- Safeguarding information
- Support from internal and external agencies (if required)
- Protected characteristics such as: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.
- Curriculum planning records and reports
- Session reports

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2. Why we use this data

- The purposes of using this data includes but not restricted to:
- Support pupil learning
- Monitor and report on pupil progress
- Provide appropriate pastoral care and protect pupil welfare (as is our duty KCSIE, 2023)
- To comply with legal requirements around keeping all individuals safe
- Assess the quality of our services
- Administer admissions waiting lists
- Assign appropriate Tutors to Clients and Pupils
- Ensure the hiring process of individuals is aligned with the Safer Recruitment process
- To collect and distribute payments for services rendered and received
- Comply with the law regarding data sharing

3. Our legal basis for using this data

3.1. We only collect and use pupils', clients' and tutors' personal data when the law allows us to. Most commonly, we process it where:

- We need to comply with a legal obligation
- We need it to perform a task in our combined interest (i.e. the education of pupils)

3.2. Less commonly, we may also process data in situations where:

- We have received consent to use it in a certain way. We may seek that consent in writing, electronically or verbally, and some instances, we may seek combined consent from both client and tutor, client and pupil or all respective parties.
- We need to protect the individual's vital interests (or someone else's interests)

3.3. Some of the reasons listed above for collecting and using personal information about you over lap and there may be several grounds which justify Pro Tutoring Ltd.'s use of your data.

3.4 Where you have provided us with consent to use your data, you may withdraw this consent at any time by contacting your DPL in writing (or by email).

Yours sincerely



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4. Collecting this information

4.1 While the majority of information collected is mandatory, there is some information that can be provided voluntarily.

4.2 Whenever we seek to collect information from you (tutor/ client) or the pupil, we make it clear whether providing it is mandatory or optional. If it is mandatory, we will explain the possible implications of not complying.

5. Right to withdraw consent

5.1 Where we have got permission to use your data, this consent may be withdrawn at any time by contacting Mr Raymond Caton.

5.2 Clients are advised that, under the current legislation, students have a right to control their own personal data once they are old enough to understand their rights. This is usually around the age of 14 year , but will vary from person to person.

5.3 Pro Tutoring Ltd is conscious of the need to balance the rights of the pupils with the necessity to ensure that parents remain informed about their child's wellbeing and educational progress. Pupils continue to be legal minors (regardless of these rights), and Pro Tutoring Ltd will not allow pupils to use the Data Protection Act to withhold information which it is reasonable (or indeed legally necessary) for a parent to receive.

6. How we store this data

We keep personal information about pupils, clients and tutors that are apart or, related to or working with Pro Tutoring Ltd. In order to continue with our legal obligations and effective services, we will retain some of the information after the client, pupil or tutor after they depart from Pro Tutoring Ltd.

7. Data sharing

7.1 We do not share information about pupils, clients or tutors with any third party without consent unless the law or our policies allow us to do so.

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7.2 Where it is legally required, or necessary (and it complies with data protection law), we may share personal information with:

The local authority (depending on location) to meet any legal obligation such as safeguarding concerns.

- The Department for Education and Ofsted
- Public Health England
- Those with parental responsibility for the pupil and any other nominated family representatives.
- TutorCruncher & MemberVault who manages and stores information for all parties
- Stripe & Go Cardless (our external payment portals)
- The emergency services for safeguarding reasons, the purpose of crime prevention or to provide assistance to a client, pupil or tutor during an emergency

7.3 From time to time we will use and recommend online tools to provide an excellent educational service. On this occasion, we (or the website) may request personal information about the client, pupil or tutor. The storage of your data will be subject to their 'Privacy Notice' also known as a 'Fair Processing Notice' and will be subject to their terms.

7.4 Pro Tutoring Ltd uses TutorCruncher to organise, communicate and facilitate payments between clients and tutors. This online provider requires personal information from all parties in order to work efficiently. Their privacy notice states that they do not sell, trade or rent any of the information stored on their system. For more information visit:

8. Photographs / film footage of pupils

8.1 Pro Tutoring Ltd does not require any photographic footage of any pupil or parent upon sign up. Any pictures supplied is down to the discretion of the individual. Tutors, however, are required to upload a clear picture with their true likeness so all clients and pupils are aware of what they look like prior to meeting them.

8.2 Pro Tutoring Ltd respects the right of clients and pupils to object to photographs being used to promote the company. All clients will be asked specifically if they are happy for photo's of their child to be used for publicity/ marketing purposes. Pupils will also be given the opportunity to verbally state whether they would like to be a part of the photograph / film footage.

Yours sincerely



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9. Rights regarding personal data

9.1 Individuals have a right to make a 'subject access request' to gain access to personal information that the company holds about them.

9.2 Clients (parents, carers and guardians) can make a request with respect to their child's data where the child is not considered mature enough to understand their rights over their own data (usually under the age of 13), or where the child has provided consent.

9.3 Pro Tutoring Ltd reserves the right to ask an individual making a subject access request to verify their identity before such a request is actioned. This may involve a request to provide photographic ID, proof of address or proof of relationship to the data subject. Proof of identity is not a mandatory requirement and Pro Tutoring Ltd will take a pragmatic approach in deciding whether such evidence is necessary.

9.4 If you would like to make a subject access request, please contact the DPL.

10. Other rights

Under Data Protection law, individuals have certain rights regarding how their personal data is used and kept safe, including the right to:

- Object to the use of personal data if it would cause, or is causing, damage or distress
- Prevent it being used to send direct marketing
- Object to decisions being taken by automated means (computer or machine rather than a person)
- In certain circumstances, have inaccurate personal data corrected, deleted or destroyed, or restrict processing
- Claim compensation for damages caused by a breach of the data protection regulations

If you would like to exercise any of these rights please contact the DPL.

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11. Complaints

11.1 We take any complaints about our collection and use of personal information very seriously. If you think that our collection or use of personal information is unfair, misleading or inappropriate, or have any other concerns about our data processing, please raise this with us in the first instance.

To make a complaint, please contact our DPL.

11.2 Alternatively, you can make a complaint to the Information Commissioner's Office:

- Report a concern online at <https://ico.org.uk/make-a-complaint/data-protection-complaints/data-protection-complaints/>
- Call 0303 123 1113
- Or write to Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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