

## TutorToGo customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

### Contact details

#### Telephone

07301619342

#### Email

mo@tutortogo.co.uk

### What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery:**

- Names and contact details
- Addresses
- Payment details (including card or bank information for transfers and direct debits)

- Photographs or video recordings
- Records of meetings and decisions

## Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent

## Where we get personal information from

- People directly
- Third parties:
- The business will be getting leads from bark. Bark connects customers to local and online services.

## How long we keep information

We shall retain your data only for as long as necessary in accordance with applicable laws.

We will keep your personal data whilst you are an active customer of TutorToGo. If you do not receive any services for a period of 7 years your data will be deleted.

Anything relating to safeguarding, accidents or incidents must by law be held until the child turns 21 years and 3 months of age

## Others we share personal information with

- Other relevant third parties:
  - Wix: Website builder.
  - Microsoft teams: To conduct and record free meetings and tutoring sessions.
  - Microsoft Excel: To store customer details.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal data.

**Your right to rectification** - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal data in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

**Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

**Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

## How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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3 July 2024