

Terms & Conditions and Our Privacy Policy

Consent

By agreeing to our service, you have additionally given us implicit consent to use your information to allow us to fulfil the terms of our agreement with you.

How we use your information

This privacy notice sets out the processes for collecting personal information from you. By requesting or using our services, you accept and consent to our use of your personal data as outlined in this policy.

We aim to be completely transparent about how we store and use your data, and why we ask for this particular data. We only ask for information strictly relevant to deliver the service that you seek to be delivered when you participate in our services.

Visitors to our website

We use Squarespace as our WebHost and their GDPR guidelines can be found here: <https://support.squarespace.com/hc/en-us/articles/360000851908>

When someone visits our website we collect standard internet log information and details of visitor behaviour patterns. We do this to find out things such as the number of visitors to the various parts of the website. We collect this information in a way which does not identify anyone. We do not make any attempt to find out the identities of those visiting our website. We use Google Analytics to help analyse use of our website. This analytical tool uses 'cookies', which are text files placed on your computer, to collect standard internet log information and visitor behaviour information in an anonymous form. The information generated by the cookie about your use of the website (including your IP address) is transmitted to Google. This information is then used to evaluate visitors' use of the website and to compile statistical reports on website activity. We will not (and will not allow any third party) to use the statistical analytics tool to track or to collect any personally identifiable information of visitors to our site. We will not associate any data gathered from this site with any personally identifying information from any source as part of our use of the Google statistic analytics tool. Google will not associate your IP address with any other data held by Google. Neither we nor Google will link, or seek to link, an IP address with the identity of a computer user. If we do want to collect personally identifiable information through our website, we will be upfront about this. We will make it clear when we collect personal information and will explain what we intend to do with it.

Tutoring enquiries

When we receive an enquiry through an email, a website form, or a phone call, we construct a file containing your details: including, your name and address, contact phone number, email, and the reason for seeking tuition. To find who we believe to be the best tutor for your child, we will ask for your child's name, school, age and date of birth and further possible information about their academic and cognitive ability. We do this in order to perform an accurate, useful and expert tutor introduction service, or to provide you with relevant education consultancy. We may also ask how you heard about us to help inform our marketing of the business and effectiveness of our advertising. We only use this personal information to match you to an appropriate tutor and contact you about any updates to our services. We share some of this information with the potential tutor but only information that is necessary to make a successful match. It will be retained in a secure environment and access to it will be restricted to administration.

Potential Tutors, Current Tutors and Past Tutors

When we receive an enquiry from you as a potential tutor, we ask you to complete an online Initial Enquiry Form and an attached CV, if you have one. If selected, we will invite you to interview. We keep data such as your name, address, education, employment history, email address, your phone number, a photograph, and your age on file. We ask for detailed information about your qualifications and referees. Without this information, we cannot match you to suitable jobs. We use this information to build a profile, that may appear on our website and be directly accessible to the public. Profiles on our websites contain your photograph and your first name only. We do not display your contact details.

This changes when we send your profile to a parent for review. We include your full name as well as the information you have provided about your qualifications and teaching experience. We use our judgement as education professionals to match your skills and qualifications with placements that are suitable for you. We keep a record of your bank details to allow us to transfer payments for your tuition services directly to you. We keep a database showing the two referees you have supplied, giving us your permission to contact them. We keep sensitive data such as your DBS (Disclosure Barring Service) number, which is encrypted, and password protected. All tutors who directly work with us must hold a valid DBS. This is necessary, as our parents and pupils will work with tutors who can prove they do not have a criminal record as of the date of their most recent check.

We will share important and necessary information, including your CV, that reflects why you are a good tutor with the potential parent and pupil. We expect that by applying for the job, you are happy for us to represent your details in order to find you tuition work with us. If the parent or pupil decides to arrange a meeting, call or interview with you, we will share your basic contact information with them. We will invoice a client on your behalf, but no personal details will be displayed, apart from your name.

When you apply for tuition referral from us, we only use the information you supply to process your application and monitor recruitment statistics. When it is necessary to disclose information to a third party, such as following up a reference or obtaining a 'disclosure' from the Disclosure and Barring Service, we won't do so without informing you beforehand unless the disclosure is required by law. Personal information about unsuccessful candidates

will be held for so long as is reasonably necessary. When a person becomes a tutor for our referral, their information will be kept secure and only used for purposes directly relevant to that person's employment. Once their employment with us has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.

Protecting your data

All our employees are under a duty of confidentiality to protect the integrity of your data. They will not disclose any information of a confidential nature unless required by law to do so. To protect all personal data:

- All computer access is secured with strong password authentication, and access to shared network drives is limited to authorised staff.
- Passwords are changed periodically.
- Data is stored on secure and encrypted hosted infrastructure only accessible by authorised staff.
- Data that we collect about you may be transferred to, or stored, in a country outside of your country of residence but we will make sure that any transfer, access and use of your personal data complies with the laws which apply to us and will continue to be governed by this privacy policy.
- All computers have anti-virus & anti-malware software installed which is updated continually.
- All networks are secured using firewalls to protecting incoming and outgoing traffic to the internet.
- As data movement over the internet is not completely secure and although we use our best efforts to protect your data once it has been received, we cannot guarantee the security of your data while it is being transmitted, either as an email, enquiry form, phone call or other communication.

Your rights

At any time, you have the right to ask us what information we hold about you, to access and update this information, and to erase and restrict the processing of data we hold. You also have the right to object to any data that we hold, and the right not to be subject to automated decision-making, including profiling.

Erasing your data

At your request, we will remove all personal data held about you, with the exception of billing information, or any other information, that we are required to keep by law.

Restriction of data processing

If at any point you wish us to stop processing your information, for the purposes we explained previously, you may do so by calling, emailing or writing to us.

Access to personal information

We try to be as open as possible in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a 'subject access request' under the Data Protection Act 1998. If we do hold information about you, we will: give you a description of it; tell you why we are holding it; tell you who it could be disclosed to and let you have a copy of the information in an intelligible form. To make a request to us for any personal information we may hold, you need to put the request in writing to the address at the end of this document. If you agree, we will try to deal with your request informally, for example by providing you with the specific information you need over the telephone. If we need to print or post documents we will do this at no charge to you. If the requests are manifestly unfounded or excessive, we may make a small charge for doing so. If we do hold information about you, you can ask us to correct any mistakes by, once again, by contacting us. We will provide the information you requested within 30 days. We will ask for proof of identity to ensure that we are sending your information to the correct person.

Disclosure of personal information

We will not disclose personal data without consent. However, if we are required by law to disclose information, we will do so. This privacy notice does not cover the links within our website linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Use of your data

We use some of your data to perform our legitimate interest in introducing tutors to parents. In the first instance, we never share surnames or personal contact details. However, when both tutor and student have agreed to work together, we share all contact details, so that the parties may arrange tuition. We will vet all contacts as well as possible. Core Tutors are all interviewed, and DBS certification details are collected. Parents and pupils pay a registration fee to access our general registry of tutors. These tutors are not part of our core team and not put through the process of recruitment vetting. The registry is a public directory and the expectation is that users seeking tutors will need to carry out their own checks for tutoring suitability. We charge a small fee for hosting this directory with the hope that it helps those seeking cheaper or local tutors across the world.

We may also use your data to allow us to provide references on your behalf for a school or university, or another educational place in the UK or overseas, for which you as a pupil or parental representative of a pupil, are applying for.

We might use your personal data for internal analysis to identify trends in our business, for example, whether or not a particular demographic or territory makes requests for a specific kind of tutor. This data is anonymous and will not be traceable back to you.

We do not share your personal data with any external companies.

We will always make full use of your personal data to collect any debt that is owed to us or to notify you of any changes to our service that will affect you.

We may have to share limited contact information on a strictly necessary basis with partners who we work with to provide introductions to tutors, or academic advice and services. This will be a result of an agreement between you, the parent, or pupil of legal age have contractually authorised us to do for you. We will only share the minimum information required and any information we share will fall under the auspice of being of 'legitimate interest'.

Newsletters

Occasionally we will contact you with information about educational courses or other services that we think may be of interest to you. This will usually be by email, letter or brochure. We only send these to registered clients or to individuals who have signed up to our newsletter through our website. We send newsletters only when we believe there is a legitimate interest to do so. We will always provide you with the option to opt out of these notices and we will always ask you to opt-in or sign up for these mailings in the first instance. We will not otherwise email you with marketing information. We may use your cookies from our website to use Google Remarketing Campaigns and we may use your email address to target Facebook or other online advertising. We will never share with or sell your information to third parties.

We may also from time to time, survey you, or ask you questions in an email. Your responses are held securely and not shared with others. We may take aggregate data. We may use a comment you have made about our service in our marketing material, but we will never use your name without specifically asking you if we can.

Lawful Basis to use your data

We retain data under the Legitimate Interests basis. We use your data in a way that you would reasonably expect us to use it and has a minimal impact on your privacy. In this case, the legitimate interest is to record your personal details in order to allow us to carry out our legitimate work of introducing a tutor to a pupil. If we do not have the data, we will be unable to do this work because we cannot effectively match the student to a tutor. We also use your data to prepare billing and other account related services. We also use it to send emails about our services. We always strive to balance the collection and use of this data against your individual rights and freedoms and only ever ask for information that we legitimately need in order to do our work for you. We assess these details in a Legitimate Interests Assessment, which is available for you to see. We hold your data for as long as is reasonably necessary unless you ask us to remove it, as you are entitled to do.

Data Breaches

We have rigorous procedures in place to prevent data breaches. In the event of a breach that is likely to result in a high risk to the rights and freedoms of individuals, we will notify those directly affected.

Changes to this Privacy Notice

We keep our privacy notice under regular review and we will place any updates on this webpage. This privacy policy was last updated on the 12th of September 2021.

Complaints or Suggestions

We work to meet the highest standards when collecting and using personal information and will take any complaints we receive very seriously. We encourage people to bring to our attention if they consider our collection or use of information is unfair, misleading or inappropriate. Any suggestions for improving our procedures will be considered. This privacy notice is a summary of our collection and use of personal information for accessibility to the general public. We are happy to provide any additional information or explanation as requested. Please send to the address at the end of this notice.

How to contact us or make a complaint.

Email: hello@miniteaching.com

Post: 6 Crescent Rise, London, N22 7AW.