



## **B&H Tuition Privacy Notice**

### **Introduction**

At B&H Tuition, we are committed to creating a safe, supportive, and transparent environment for every learner who joins us. A key part of that commitment is respecting your privacy and protecting the personal information you share with us.

This Privacy Notice explains what data we collect, why we collect it, how we use it, and the choices you have about your information. We want you to feel confident that your details are handled responsibly, lawfully, and with care.

Whether you are applying to join us, currently studying with us, or have previously been part of our programmes, this document sets out how we look after your information and the rights you have under data protection law in the UK.

If you have any questions or would like to know more, our Data Protection Officer is always happy to help.

### **Who We Are**

We are B&H Tuition, and we provide tuition services. We are the data controller responsible for personal information.

Our Data Protection Officer is Olwen Fisher; she can be contacted on [contact@bandhtuition.co.uk](mailto:contact@bandhtuition.co.uk)

### **The Data We Process**

We process data for students: current, former, or applicants to any programme of learning. We process:

- Student names and educational information
- Parent/guardian contact details
- Payment information (via secure third parties)

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## How Personal Data Is Collected

Directly from students, for example:

- During enrolment
- When submitting work
- When attending events
- When using programme systems

Indirectly, from:

- Local Authorities
- Previous schools/colleges
- EHCPs
- Exam boards
- System logs (IP addresses, cookies)
- Photos/videos from events
- Testimonials

Data created by the organisation, such as:

- Behaviour and progress notes
- Attendance records

### Special Category Data

Handled under stricter rules. This includes:

- Accident/injury reports
- Sickness information (including COVID-19)
- Disability, health, ethnicity data

Lawful bases include:

- Safeguarding
- Equality of opportunity/treatment

## Why We Process Data (Purposes & Legal Bases)

To:

- Manage referrals, admissions, and enrolment
- Administer education and support
- Meet legal obligations
- Perform public authority tasks
- Monitor attendance and site access

Examples include:

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- Creating class lists
- Organising exams and visits
- Sharing attendance dates with new settings
- Considering special exam arrangements
- Deliver tuition services
- Communicate with families
- Manage bookings and payments

### **Who Data Is Shared With**

- Staff who need it to do their job
- Next of kin and emergency contacts
- Local Authorities and youth services
- Third-party service providers
- Organisations with a legal obligation or legitimate interest
- Services requiring your consent
- Anyone you explicitly authorise
- Payment providers (e.g. Stripe)

We only share the minimum necessary and only with organisations that meet UK GDPR standards.

### **Where Data Is Stored**

Generally, within the UK

If processed abroad, only in countries with adequate protection or with legal safeguards in place.

### **How Long Data Is Kept**

Only for as long as necessary for the purpose it was collected

Retention is kept to a minimum

### **Your Data Rights**

You can:

- Access your data (Subject Access Request)
- Rectify inaccurate information
- Request erasure (in certain cases)

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- Restrict processing (in certain cases)
- Request data transfer
- Object to processing
- Object to automated decision-making (B&H Tuition do not use this)

Any breaches will be:

- Investigated immediately
- Reported to ICO within 72 hours if required

### **How to Complain**

If you believe that your data is being handled in such a way that breaches data protection legislation, please do not hesitate to contact our Data Protection Officer: Olwen Fisher at [contact@bandhtuition.co.uk](mailto:contact@bandhtuition.co.uk)

You may also complain to the Information Commissioner's Office (ICO) if you feel this is necessary, for more details please visit their website <https://ico.org.uk/>

### **Policy Updates**

This Privacy Notice will be updated periodically to ensure it remains accurate and reflects changes in legislation, B&H Tuition practices and services. If there are significant changes, we will let you know.

Current version adopted April 2026, review due April 2027

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