

Pinner Tuition Centre

Data Protection Policy

General outline.

We are committed to your privacy.

Pinner Tuition Centre need to keep certain information about our students, parents, staff and other third parties from time to time. Other users and third parties are necessary to enable us to run programmes, monitor achievement, performance and progress, and meet other basic data handling requirements.

We only collect information that is necessary to our work and that information which helps us to deliver the right services and feedback to our customers.

Our Data Protection Policy complies with the Data Protection Act 1998. The Act states that information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully. It explains what kind of information Teachers Teach should keep, how it should obtain and store that information and how long information should be kept.

All our students, staff and other users are entitled to know:

- What information is held and processed about them and why.
- How to gain access to it.
- How to keep it up to date.
- What Pinner Tuition Centre is doing to comply with its obligations under the 1998 Act.

Our staff have responsibilities to check, update and correct personal data, and to ensure it is confidential and secure.

What information do we collect?

We monitor and record the progress and achievement of our students/users. We collect limited information about parents and students when you enquire and register to enrol. We may also collect information when you complete customer satisfaction surveys, provide feedback or participate in competitions. When you access our website we may use your IP address to help diagnose problems with our server, and to administer our website. We may use cookies to keep the style of the pages you are viewing consistent throughout the site and in the same state next time you return to us - and for marketing and remarketing purposes.

How we use your information

We may use your information for the following purposes:

Providing our service. To provide services to you; to communicate with you, including via email, to respond to your enquires; and for other customer service purposes.

Marketing. We may market our services. We may provide you with news and newsletters, special offers, and promotions; to contact you about products or information and for other marketing purposes provided that you have not opted-out of receiving such communications.

Legal compliance and obligations. To comply with relevant legal obligations, including requests from law enforcement and child protection services.

How we disclose your information

We may disclose your information, including personal information:

- to staff and administrators. This information may include: full name, email address, telephone number and progress updates.
- web developers and external sites e.g. (Google) contracted by us or working on our behalf

We may also disclose your information, including personal information, in the following ways:

Business Transfers

We may disclose your information to another business or entity if we go into partnership with or merge with another company; if we sell or transfer a business unit or assets to another company, or as part of any other similar business transfer.

Legal Compliance

We may disclose your information in order to comply with the law, regulation, or other legal process, or government request for information.

Protecting Rights and Interests

We may disclose your information where we believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, situations involving potential threats to the safety of any person, or indeed to investigate and protect violations of our terms and conditions or other policies.

Cookies and other tracking mechanisms

We and our service providers/ contractors use cookies and other tracking mechanisms to track your use of our site.

Cookies. We or our service providers may use cookies to track user activities on our site, such as the pages visited and time spent on our site. Most browsers allow users to refuse cookies.

We and our service providers may use other tracking technologies eg Clear GIFs, pixel tags, Local Storage Objects. We use service providers, such as Google Analytics as well as advertising reporting features, to evaluate the use of our site and our services. We or our service providers use automated devices and applications to evaluate use of our site and services offered on the site.

Security

We take reasonable steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure.

We take reasonable steps to ensure the personal information that we collect, use or disclose is accurate, complete and up-to-date. You may modify your personal information by updating us at the address given on the final page of this document or by email. On request, we will give you access to the personal information we hold about you. If any personal information we hold about you is out of date or inaccurate, we encourage you to let us know by contacting us and asking us to correct it.

Changes to this Privacy Policy

This Privacy Policy is current as of the Effective Date set forth above May 2018. We may change this Privacy Policy from time to time, so please check periodically for updates.

How to contact us

Please be aware that by enrolling to use Pinner Tuition Centre services you have automatically given consent for us to hold and use information about you - as stated

previously. If you have any concerns about this, please contact the Data Protection Officer.

If you are unhappy with the way your request for information has been dealt with or you think your data has been misused or not held securely, please contact the Data Protection Officer in the first instance:

Data Protection Officer
Pinner Tuition Centre
78 Cannon Lane
Pinner
HA5 1HR

Email: tutors@pinnertuitioncentre.co.uk

If you are unhappy with the outcome of your enquiry and / or complaint, you can escalate your complaint to the [Information Commissioner's Office \(ICO\)](#).

ICO helpline: [0303 123 1113](tel:03031231113)

Pinner Tuition Centre
Data Protection Policy &
PRIVACY STATEMENT
May 2018

1. Introduction

Pinner Tuition Centre needs to keep certain information about its employees, students and other users to allow it to monitor scores and test results, performance, achievements etc. It is also necessary to process information so that staff can be recruited and paid. To comply with the law, information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully. To do this, we must comply with the Data Protection Principles that are set out in the Data Protection Act 1998

In summary these state that personal data shall:

- Be obtained and processed fairly and lawfully and shall not be processed unless certain conditions are met.
- Be obtained for a specified and lawful purpose and shall not be processed in any manner incompatible with that purpose.
- Be adequate, relevant and not excessive for those purposes.
- Be accurate and kept up to date.
- Not be kept for longer than is necessary for that purpose.
- Be processed in accordance with the data subject's rights.
- Be kept safe from unauthorised access, accidental loss or destruction.
- Not be transferred to a country outside the European Economic Area, unless that country has equivalent levels of protection for personal data.

2. All staff or contractors who process or use any personal information must ensure that they follow these principles at all times. In order to ensure that this happens, we have developed this Data Protection Policy.

This policy does not form part of the formal contract of employment, but it is a condition of employment that employees will abide by the rules and policies outlined within it. Any failures to follow the policy can therefore result in disciplinary proceedings. Any member of staff, who considers that the policy has not been followed in respect of personal data about themselves, should raise the matter with the Data Protection officer.

3. Notification of Data Held and Processed

All staff, students , parents and other users are entitled to:

- Know what information Pinner Tuition Centre holds and processes about them and why.

- Know how to gain access to it.
- Know how to keep it up to date
- Know what we are doing to comply with its obligations under the 1998 Act.

4. Responsibilities of Staff

All staff are responsible for:

- Checking that any information that they provide in connection with their employment, is accurate and up to date
- Informing Pinner Tuition Centre of any changes to information which they have already provided (e.g. changes of address, additional qualifications, etc.)
- Checking information issued by Pinner Tuition Centre that gives details of information kept processed about students, parents and where necessary and appropriate – staff.
- Informing Pinner Tuition Centre of any errors or changes. Pinner Tuition Centre cannot be held responsible for any errors unless the user or staff member has informed Pinner Tuition Centre of them.

If and when, as part of their responsibilities, staff collect information about other people (i.e. students or parents, etc, they must comply with any relevant guidelines for staff and follow the general guidelines of this policy.

Personal information is available to Pinner Tuition Centre managers also.

It should be:

- collected and held only when relevant to the situation at hand. For example: Emergency telephone contact details of parents/carers will be sought and will be kept by local staff once they are in a lesson (or expected to attend a lesson) . No other information about parents or students is necessary in this instance.

5. Rights to Access Information

Staff, students and parents have the right to access any personal data that is being kept about them either on computer or in certain files. Any user who wishes to exercise this right should contact the Data Protection officer.

Pinner Tuition Centre will make a charge of £10 on each occasion that access is requested. Pinner Tuition Centre aims to comply with requests for access to personal information as quickly as possible, but will ensure that it is provided within 21 days unless there is good reason for delay. In such cases, the reason for delay will be explained in writing to the data subject making the request.

6. Consent required in certain instances - Pinner Tuition Centre can only process personal data with the consent of the individual. In some cases, if the data is sensitive, express consent must be obtained. Agreement to Pinner Tuition Centre processing some specified classes of personal data is a condition of use of Pinner Tuition Centre resources and enrolment, and a condition of employment for staff. This includes, but is not limited to information about previous criminal convictions. Some jobs or tasks will bring the applicants into contact with children, including but not limited to young people between the ages of 4 and 18. Pinner Tuition Centre has a duty under the Children's Act and other enactments to ensure that staff are suitable for the job.

Pinner Tuition Centre also has a duty of care to all staff and students and must therefore make sure employees and those who use Pinner Tuition Centre services (for example at examination venues) do not pose a threat or danger to other customers or users of Pinner Tuition Centre resources. Pinner Tuition Centre may also ask for information about particular health needs, such as allergies to particular forms of medication or any conditions such as asthma or diabetes. Pinner Tuition Centre will only use the information in the protection of the health and safety of the individual.

11. Processing Sensitive Information - Sometimes it is necessary to process information about a person's health, criminal convictions, race, gender and family details. This may be to ensure that the Pinner Tuition Centre venue remains a safe place for everyone. Because this information is considered sensitive, and it is recognised that the processing of it may cause concern or distress to individuals, staff will be asked to give express consent for Pinner Tuition Centre to do this.

13. Retention of Data – Pinner Tuition Centre will keep some forms of information longer than others. Because of storage limitations, information about students cannot be kept indefinitely unless there are specific requests to do so. Pinner Tuition Centre will consider such requests and reserve the right to seek appropriate and fair compensation for this where we deem necessary. In general, information about students will be kept for a maximum of ten years after they have last used Pinner Tuition Centre resources. This will include: Name, address, date of birth and other such information as required and relevant.

Pinner Tuition Centre will need to keep information about staff for longer periods of time. This will include, information necessary in respect of pensions, taxation, potential or current disputes or litigation regarding the employment, and information required for job references.

3. All staff have a duty to make sure that they comply with the data protection principles that are set out within this document

Staff should ask themselves these key questions when handling and processing data:

- Do you really need to record the information?
- Is the information 'standard' or is it 'sensitive'?
- If the information is sensitive, do you have the data subject's express consent?
- Has the student, parent, staff member been informed that this type of data will be processed?

- Are you authorised to collect/store/process the data?
- If yes, have you checked with the data subject that the data is accurate?
- Are you sure that the data is secure?
- If you do not have the data subject's consent to process, are you satisfied that it is in the best interest of the student or the staff member to collect and retain the data?

This concludes our policy

Pinner Tuition Centre is committed to reviewing and updating this policy as it deems necessary in line with legislation and good practice.