

Taylor Tuition Ltd



Privacy Policy

Customers, Parents & Students

Introduction

Overview

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

Contact details

Contact details

Email support@taylor-tuition.co.uk

What information we collect, use, and why

Student education and welfare

- Names and contact details for students/children
- Names and contact details for parents, guardians, carers
- Gender
- Pronoun preferences
- Date of birth
- Next of kin and emergency contact information
- Payment details and financial information including transactions
- Special Educational Needs and Disabilities (SEND) or additional support information
- Welfare information (family and home life circumstances and history)
- Details of any criminal convictions
- Photographs
- Attendance and reason for absence data
- Account access information
- Exam results and qualifications
- Progress reports
- Information relating to compliments and complaints
- Exclusion, suspension and behavioural information
- Right to work information

Special category information

- Health information

Disciplinary investigations or crime prevention

- Names and contact details for students/children
- Names and contact details for carers
- Gender
- Pronoun preferences
- Welfare information (family and home life circumstances and history)
- Special Educational Needs and Disabilities (SEND) information
- Details of any criminal convictions
- Attendance and reason for absence data
- Witness statements and contact details
- Records and reports
- Video and audio recordings of public and student access areas
- Call recordings

Dealing with queries, complaints or claims

- Names and contact details
- Addresses
- Payment details
- Account login or user information
- Purchase or service history
- Call recordings
- Witness statements and contact details

Information updates or marketing purposes

- Names and contact details
- Addresses
- Marketing preferences
- Photographs
- Website and app user journey information
- IP addresses
- Records of consent
- Alumni records

Recruitment purposes

- Contact details (name, address, telephone number, email)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history and references
- Education history
- Right to work information
- Details of any criminal convictions (DBS, Access NI, Disclosure Scotland checks)

Compliance with legal requirements

- Identification documents
- Health and safety information
- Criminal offence data (DBS, Access NI, Disclosure Scotland checks)
- Safeguarding information
- Any other personal information required by law

Lawful bases and data protection rights

Your data protection rights

Your rights include: right of access, rectification, erasure, restriction of processing, objection to processing, data portability, and withdrawal of consent. Requests will be answered without undue delay and within one month.

Lawful bases for student education and welfare

- Consent – explicit opt-in consent for processing sensitive data
- Contract – necessary to fulfil our contract with you
- Legal obligation – to comply with statutory duties
- Legitimate interests – for service improvements and communications

Lawful bases for disciplinary investigations or crime prevention

- Consent – where no other basis applies (e.g. sharing CCTV footage)
- Contract – to enforce terms of engagement and code of conduct
- Legal obligation – to comply with court orders or statutory requirements
- Legitimate interests – to maintain a safe learning environment

Lawful bases for queries, complaints or claims

- Consent – for any additional sensitive information
- Contract – to provide an effective support service
- Legitimate interests – to improve services and maintain trust
- Legal obligation – for safeguarding and regulatory investigations

Lawful bases for information updates or marketing

- Consent – opt-in for newsletters, offers or event invitations
- Contract – to send essential service updates
- Legitimate interests – for occasional relevant information

Where we get personal information from

Sources

- Directly from you
- Regulatory authorities (e.g. HMRC)
- Parents or carers
- Publicly available sources
- Previous employers

How long we keep information

Retention periods

- Student records: 7 years after leaving
- Financial and payment information: 6 years (HMRC requirement)
- Disciplinary records: 6 years after resolution
- Complaint records: 5 years from closure
- CCTV recordings: 30 days unless under investigation
- Recruitment records (unsuccessful candidates): 6 months
- Marketing consents: until withdrawn
- HR and payroll records: 6 years after end of employment
- Legal obligation data: as required by law

Who we share information with

Data processors

- Supabase – Database as a Service (DBaaS) & Auth
- Vercel – Hosting, Deployment & Edge Network

Other recipients

- Parents and carers
- Local authorities
- Social services
- Pupil Referral Units (PRUs) or EOTAS
- Specialist teachers (e.g. speech and language therapists)
- School governing bodies (PTAs)
- Examination boards and bodies
- Insurance companies or brokers
- Health care providers
- Safeguarding organisations
- Emergency services
- Legal bodies or authorities
- Regulatory authorities
- External auditors or inspectors
- Organisations required by law
- Publicly on our website or social media
- Suppliers and service providers
- Professional consultants

How to complain

Complaints

If you have concerns about our use of your data, contact us using the details above. If still unhappy, complain to the ICO: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF; Helpline 0303 123 1113; <https://www.ico.org.uk/make-a-complaint>

Last updated

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17 July 2025