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## 1 Our contact details.

Name: Tute education ltd

Address: 11,

Edison court,

Ellice way,

Wrexham,

LL13 7YT

Phone Number: 03303309751

E-mail: [info@tute.com](mailto:info@tute.com)

Web: [www.tute.com](http://www.tute.com)

## 2 The type of personal information we collect.

We currently collect and process the following information:

- Personal identifiers, contacts, and characteristics (for example, name and contact details) (Staff and customers)
- Emergency contacts (Staff)
- Educational background (Staff)
- Criminal records information (for example DBS check) (Staff)
- Banking information (staff and customers)
- Attendance records (Staff and Service users)
- Reference details (Staff)

## 3 How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- When applying to us for work
- When enquiring about one of our services
- When contracting us to deliver services

We also receive personal information indirectly, from the following sources in the following scenarios:

- Customers
  - Student data needed to provide the service bought by the customer

We use the information that you have given us to:

- Fulfil a contract with the customer
- To comply with a legal obligation
- For the legitimate interests of tuté (provided the individual's rights and freedoms are not overridden)
- The individual (Or parent/Carer if the individual is a child) has freely given consent

We may share this information with the National Tutoring Programme.

## 4 Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting [DPO@tute.com](mailto:DPO@tute.com)
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a legitimate interest.

## 5 How we store your personal information

Your information is securely stored in an encrypted database hosted on a UK server.

## 6 We keep the following data for the time periods outlined:

Type of data	Retention period	Disposal method
Student data (i.e. account, progress tracking, attendance details)	3 months after the cessation or completion of lessons	Electronic deletion
Staff data (i.e. Name, DOB, qualifications, references etc)	3 years	Electronic deletion and secure shredding
Customer data (i.e. Name, email address, business address)	6 years (Due to legal obligations)	Electronic deletion
Lesson playback	6 months (1 month viewable via platform)	Electronic deletion

## 7 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 information.

**Your right to rectification** - You have the right to ask us to rectify personal information 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 information in certain circumstances.

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

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

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

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [DPO@tute.com](mailto:DPO@tute.com) if you wish to make a request.

## 8 How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at.

Tute education ltd

11, Edison court

Ellice way

Wrexham

LL13 7YT

Telephone: 0330 330 9751

Web: <https://www.tute.com>

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>