

Simply Learning Tuition

inspiring young minds



PRIVACY NOTICE

How we use your information

This privacy notice tells you what to expect from Simply Learning Tuition when we collect personal information from you. It applies to information we collect about:

- clients and potential clients
- tutors and potential tutors
- visitors to our website
- job applicants and our current and former employees.

Clients and potential clients

When we receive an enquiry we make up a file containing your details. This normally contains contact details for you, your child, your name and address, school attended, age and date of birth, school and reason for seeking tuition. We also ask how you heard about Simply Learning Tuition - this is so that we can direct our advertising efficiently.

We will only use the personal information we collect to process the enquiry and source an appropriate tutor. We share some of this information with the potential tutor but only the information that is necessary.

We will keep personal information contained in client files in line with our retention policy. This means that information relating to you will be retained for four years from the end of our agreement with you. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

Tutors and potential tutors

When we receive an enquiry from a potential tutor we ask for you to send in a copy of your CV. If selected, we will invite you to interview. We keep data such as your name, address, schools attended, interests, employment, contact details, email address and age on file. We also keep databases showing your references (we always ask for you to send us email addresses for two referees, thereby giving us your permission to contact these referees). We keep sensitive data such as your CRB certificates in a safe place in our office, and occasionally, scanned onto the hard drive of our computer system.

We share essential information such as your CV, contact details and information that shows why you would be a good tutor for the client. We will endeavour to ask your permission before doing this but will use our discretion to supply basic information to discuss your suitability for a job with a client.

Updating personal information

We ask clients and tutors to take responsibility for providing us with accurate, up to date information.

Visitors to our website

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 Simply Learning Tuition's 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 for Simply Learning Tuition.

Simply Learning Tuition 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 statistical analytics tool. Google will not associate your IP address with any other data held by Google. Neither Simply Learning Tuition 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.

People who 'notify' under the Data Protection Act 1998

Many businesses are required by law to 'notify' certain specified information to the Information Commissioner. This may contain personal information, for example where the business is a sole trader. The ICO compiles this information into a register which it is required by law to make publicly available. The ICO puts technical measures in place to prevent the bulk down-load of the electronic version of the register. However, as the register is publicly available, the ICO cannot give any guarantees as to how the information contained on the register will be used by those accessing it.

When businesses fill in their notification forms, they are asked to provide the contact details of a relevant member of staff. ICO will use this for its own purposes, for example where we have a query about a notification, but will not put it on the public register.

When we request information as part of the notification process, we make it clear where the provision of information is required by law and where it is voluntary.

Job applicants, current and former Simply Learning Tuition employees

When individuals apply to work at Simply Learning Tuition, we will only use the information they supply to us to process their application and to monitor recruitment statistics. Where we want to disclose information to a third party, for example where we want to take up a reference or obtain a 'disclosure' from the Criminal Records Bureau we will not do so without informing them beforehand unless the disclosure is required by law.

Personal information about unsuccessful candidates will be held for 12 months after the recruitment exercise has been completed, it will then be destroyed or deleted. We retain de-personalised statistical information about applicants to help inform our recruitment activities, but no individuals are identifiable from that data.

Once a person has taken up employment with Simply Learning Tuition, we will compile a file relating to their employment. The information contained in this will be kept secure and will only be used for purposes directly relevant to that person's employment. Once their employment with Simply Learning Tuition has ended, we will retain the file in accordance with the requirements of our retention schedule and then delete it.

Complaints or queries

Simply Learning Tuition tries to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of Simply Learning Tuition's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below.

Access to personal information

Simply Learning Tuition tries to be as open as it can be 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 Simply Learning Tuition for any personal information we may hold you need to put the request in writing addressing it to our Internal Compliance Team, or writing to the address provided below.

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 may make a small charge of up to £10 for doing so.

If we do hold information about you, you can ask us to correct any mistakes by, once again, contacting the Internal Compliance Team.

Disclosure of personal information

In many circumstances we will not disclose personal data without consent. If we are required by law to disclose information, we will do so. This privacy notice does not cover the links within this site linking to other websites. We encourage you to read the privacy statements on the other websites you visit.

Marketing

Occasionally we will contact you with information about courses or other services that we think may be of interest to you. This will usually be by letter or email. We will always provide you with the option to opt out of these notices. We will never sell your information to third parties.

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 15th October 2009.

How to contact us

Requests for information about our privacy policy can be emailed to the Internal Compliance Team (ITC@simplylearningtuition.co.uk) or by writing to: Internal Compliance Team, Simply Learning Tuition Ltd. Flat 34, 8 Westbridge Rd, London SW11 3PW.