



Tel: 07990959897

Email: [info@engagetuitionsservicesuk.com](mailto:info@engagetuitionsservicesuk.com)

## Privacy Policy

EnGage Tuition Services UK is a trading name for sole trader Georgina Gage. This privacy policy will explain how our organization uses the personal data we collect from you when you use our website and services.

### **Topics:**

- What data do we collect?
- How do we collect your data?
- How will we use your data?
- How do we store your data?
- Marketing
- What are your data protection rights?
- Changes to our privacy policy
- How to contact us
- How to contact the appropriate authorities



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## What data do we collect?

We collect and store the following data from the website enquiry form and the phone consultation.

- Student name, address, school
- Parent/guardian's name, contact number, email address
- Details of any Special Educational Needs

## How do we collect your data?

You directly provide EnGage Tuition Services UK with most of the data we collect. We collect data and process data when you:

- Submit an enquiry online
- Disclose information during consultation, either via a form or when exchanging messages
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.

## How will we use your data?

EnGage Tuition Services UK collects your data so that we can:

- Arrange the sessions
- Plan and manage your personal learning plan
- Safeguard our clients and staff
- Send invoices
- Email you with special offers on our services we think you might like.



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## How do we store your data?

EnGage Tuition Services UK securely stores your data in Google's Cloud Based storage. G Suite and Cloud Identity meet the adequacy and security requirements of the European Union's General Data Protection Regulation (the "GDPR"). EnGage Tuition Services UK is an agent for the introduction of one or more tutors to you and subsequently provides restricted access to your personal information to the assigned tutor/s via the G Suite. The tutors we use have the required safeguards in place to protect your data in the same way that we do.

EnGage Tuition Services UK will keep your personal details for 3 years. Once this time period has expired, we will delete your data.

## Marketing

EnGage Tuition Services UK would like to send you information about products and services of ours that we think you might like.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop EnGage Tuition Services UK from contacting you for marketing purposes.

If you no longer wish to be contacted for marketing purposes, please email [info@engagetuitionsservicesuk.com](mailto:info@engagetuitionsservicesuk.com)



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## **What are your data protection rights?**

EnGage Tuition Services UK would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access - You have the right to request EnGage Tuition Services UK for copies of your personal data. We may charge you a small fee for this service.

The right to rectification - You have the right to request that EnGage Tuition Services UK correct any information you believe is inaccurate. You also have the right to request EnGage Tuition Services UK to complete the information you believe is incomplete.

The right to erasure - You have the right to request that EnGage Tuition Services UK erase your personal data, under certain conditions.

The right to restrict processing - You have the right to request that EnGage Tuition Services UK restrict the processing of your personal data, under certain conditions.

The right to object to processing - You have the right to object to EnGage Tuition Services UK's processing of your personal data, under certain conditions.

The right to data portability - You have the right to request that EnGage Tuition Services UK transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:  
[info@engagetuitionsservicesuk.com](mailto:info@engagetuitionsservicesuk.com)

## **Changes to our privacy policy**

EnGage Tuition Services UK keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 29 July 2020



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## **How to contact us**

If you have any questions about EnGage Tuition Services UK privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: [info@engagetuitionsservicesuk.com](mailto:info@engagetuitionsservicesuk.com)

Call us: +47990 959897

## **How to contact the appropriate authority**

Should you wish to report a complaint or if you feel that EnGage Tuition Services UK has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Email: [dataprotectionfee@ico.org.uk](mailto:dataprotectionfee@ico.org.uk)

Address: Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF