



Data Protection and Privacy Policy

The purpose and scope of this policy

This policy tells you what to expect from Live to Learn Education when we collect personal information from you. By requesting or using our services, you accept and consent to our use of your personal data as outlined in this policy.

We feel strongly that to provide you with the service you require, trust is absolutely paramount. We want to be completely transparent about the way that we hold and use your data, as well as the reasons for asking for the particular data that we do ask for. Above all, we want to make it clear that we only ask for information that is strictly relevant for delivering the service that you ask us to deliver.

Parents and potential students

When we receive an enquiry we make up a file containing the student and parent's details. This file contains contact details for you, including: your name and address and the reason for seeking tuition. In order to ensure an appropriate selection of tutor for your child, we will ask for their name, school attended, age and date of birth and information about their academic profile. We do this in order to perform an accurate and expert tutor allocation, or to provide you with relevant education consultancy. We also ask how you heard about us – this is so that we can thank any people who referred you and direct our advertising efficiently.

Our booking system, Tutorbird, is a digital version of the above process and is password protected, so that information is only accessible by Live to Learn Education tutors.

We will only use the personal information we collect to process the enquiry and ensure that we are providing the very best of services. Personal information will never be shared with third parties, unless explicit permission is requested and granted by care givers.



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 website. We collect this information in a way that does not identify anyone and is anonymous. 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. We 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 statistic analytics tool. Google will not associate your IP address with any other data held by Google. Neither we, nor Google, will link, or seek to link, an IP address with the identity of a computer user.

Protecting your data

Our tutors are under a duty of confidentiality to protect the integrity of your data. They will not disclose any information of a confidential nature unless required by law to do so. We have extensive features in place to protect all personal data held. These include:

- All computer access being secured with strong password authentication, and access to shared network drives is limited to authorised tutors
- Passwords are changed periodically
- Data is stored on secure and encrypted hosted infrastructure only accessible by authorised tutors
- All computers have anti-virus & anti-malware software installed which is updated continually
- All networks are secured using firewalls to protecting incoming and outgoing traffic to the internet. Unfortunately, the transmission of data over the internet is not completely secure



and although we use our best efforts to protect your data once it has been received, we cannot guarantee the security of your data while it is being transmitted, either as an email, enquiry form, phone call or other communication

Complaints or queries:

We aim 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. This privacy notice was drafted with brevity and clarity in mind. It does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be requested via the contact details at the end of this policy.

Your rights

At any time, you have the right to ask us what information we hold about you or your child; to access and rectify this information and to erase and to restrict the processing of data we hold. You also have the right to object to any data that we hold, and the right not to be subject to automated decision-making, including profiling.

You have the right to complain to the national authority on the use of information, which in the UK is the Information Commissioner's Office

Erasure of your material

At your request, we will remove all personal data held about you, with the exception of billing information, or any other information, that we are required to keep by law

Access to personal information

We try to be as open as possible 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 us for any personal information we may hold you need to put the request in writing addressing it to Kelly-Ann Taylor via the email 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 will do this at no charge to you. We will ask for proof of identity to ensure that we are sending your information to the correct person.

Disclosure of personal information

We will not disclose personal data without consent. However, if we are required by law to disclose information, we will do so. This is particularly applicable if acting in accordance with our Safeguarding and Child Protection Policy.

Use of your data

We use some of your data to perform our legitimate interest in allocating one of our team members to your child. Tutors are all either employed or self-employed by Live to Learn Education, they are interviewed in-person and DBS certification details are collected, as well as proof of identity and applicable qualification certificates.

We do not share your personal data with any external companies or third parties, unless it has been formally agreed by yourself, or is requested by law.

We retain data under the Legitimate Interests basis. We use your data in a way that you would reasonably expect us to use it and which has a minimal impact on your privacy. In this case, the legitimate interest is to record your personal details in order to allow us to carry out our legitimate work of providing tuition and education for your child. If we do not have the data, we will be unable to do this work because we cannot effectively provide a tutor that will meet the needs of your child. We also use your data to prepare billing and other account related services. We also use it to send emails about our services. We always strive to balance the collection and use of this data against your individual rights and freedoms and only ever ask for information that we legitimately need in order to do our work for you.



Consent

By signing your agreement with us or registering with Tutorbird, you have given us implicit consent to use your information in order to allow us to fulfil the terms of our agreement with you, to provide education and examinations (where appropriate) for your child.

ICO Registration

Live to Learn Education has a valid Data Protection Registration Certificate; ZB803523

Contact details

Requests for information about our privacy policy can be directed towards our Data Protection Officer, as detailed below

Data Protection Officer

Name: Kelly-Ann Taylor

Phone: 01395 274703

Email: kelly.taylor@livetolearneducation.com


We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on: 05/01/2026

Signed:

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Date: 05/01/2026


01/01/23