

# Bury Tuition Centre – Data Protection & Privacy Policy

## 1. Introduction

At **Bury Tuition Centre**, we are committed to protecting the privacy and personal data of all students, parents, and families we work with.

Bury Tuition Centre (North West Education Hub Ltd) acts as the Data Controller for the purposes of UK GDPR.

We process personal information in line with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**, ensuring that all data is:

- Processed lawfully, fairly, and transparently
- Collected for specified and legitimate purposes
- Accurate and kept up to date
- Stored securely and protected from unauthorised access
- Retained only for as long as necessary
- Handled in a way that respects the rights of individuals

This policy explains what information we collect, how we use it, and how we keep it safe.

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## 2. Information We Collect

We collect and process personal data relevant to the safe and effective delivery of our services.

### Student Information

- Name, date of birth, gender, and school year
- Academic information, assessments, and progress reports
- Special educational needs (SEN) or additional support requirements
- Safeguarding information where relevant

### Parent / Guardian Information

- Names, addresses, email addresses, and telephone numbers
- Emergency contact details
- Authorised collection arrangements

### Health & Welfare Information

- Medical conditions, allergies, and any information required to support a child's safety and wellbeing

#### Attendance & Engagement

- Lesson attendance, punctuality, and participation
- Homework completion and tutor feedback

#### Financial Information

- Records of fees, invoices, and payments
- Payments processed securely via third-party providers

#### Safeguarding Records

- Where concerns are raised, records are maintained securely in line with statutory safeguarding guidance
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### 3. Purpose of Processing

We use personal data to:

- Deliver high-quality tuition and support learning outcomes
  - Monitor student progress and communicate effectively with parents
  - Provide a safe and supportive learning environment
  - Meet our safeguarding and child protection responsibilities
  - Manage bookings, attendance, and timetables
  - Process payments and maintain financial records
  - Comply with legal and regulatory obligations
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### 4. Data Storage & Security

We take appropriate technical and organisational measures to protect personal data.

- Data is stored securely using systems such as TutorBird
- Payments are processed securely via Stripe; full card details are not stored by the Centre
- Safeguarding information is restricted to the **Designated Safeguarding Lead (DSL)** and authorised personnel only
- Any paper records are stored in locked, secure locations
- Access to data is limited to staff who require it for their role

- Staff receive appropriate **data protection and safeguarding training**
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## 5. Data Sharing

We only share personal data where necessary, lawful, and proportionate.

This may include:

- Service providers (e.g. TutorBird and Stripe) to support operations
- Safeguarding agencies (such as schools, social services, or the police) where there are concerns about a child's welfare
- Regulatory bodies such as Ofsted, where required for inspection or compliance purposes

We do not sell or share personal data for marketing purposes.

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## 6. Your Rights

Under UK GDPR, you have the right to:

- **Access** – request a copy of the data we hold
- **Rectification** – request correction of inaccurate data
- **Erasure** – request deletion of data (where appropriate)
- **Restriction** – limit how your data is used
- **Objection** – object to processing in certain circumstances
- **Data portability** – request a transferable copy of your data

Requests can be made by contacting the Data Protection Lead. We will respond within **one calendar month**.

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## 7. Data Retention

We retain personal data only for as long as necessary:

- Student records are typically retained for up to **7 years** after leaving the Centre
  - Safeguarding records may be retained longer in line with statutory guidance
  - Financial records are retained for **6 years** for accounting and legal purposes
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## 8. Data Breaches

In the event of a data breach, **Bury Tuition Centre** will:

- Take immediate steps to contain and assess the breach
  - Notify affected individuals where there is a risk to their rights or freedoms
  - Report the breach to the **Information Commissioner's Office (ICO)** within **72 hours**, where required
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## 9. Contact Information

**Data Protection Lead (DPL):** Nazia Younis

**Email:** [info@northwesteducationhub.co.uk](mailto:info@northwesteducationhub.co.uk)

**Phone:** 07493027681

If you have concerns about how your data is handled, you can also contact the **Information Commissioner's Office (ICO)** via:

[www.ico.org.uk](http://www.ico.org.uk)

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## 10. Legal Entity

**Bury Tuition Centre is a trading name of North West Education Hub Ltd.**

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## Policy Information

- **Policy Owner:** Nazia Younis (Director)
- **Policy Reviewed:** April 2026
- **Next Review Due:** April 2027
- **Version:** 1.0