

House of Learning Privacy Policy

This privacy policy explains how we maintain the privacy of your personal data and explains your legal rights and our legal obligations in accordance with the Data Protection Act 2018 and the General Data Protection Regulation (GDPR) 2018 (collectively, the “GDPR Regulations”).

It explains what information we collect about you, the lawful basis and purpose for which we collect the information, how we use your information and protect its privacy and under what circumstances we disclose it. This notice also provides further information on your rights under GDPR and the actions you can take to address any concerns you may have. Please read it carefully. If we update this policy, we will post any changes on our website.

This privacy policy is served by House of Learning Tuition Ltd and applies to you if you attend our events, or use our products or services online, over the phone, or interacting with us on social media. It explains what information we collect about you, the lawful basis and purpose for which we collect the information, how we use your information and protect its privacy and under what circumstances we disclose it.

Who are we?

In this policy, “we”, “our” or “us” refers to House of Learning Tuition Ltd.

We provide self-employed tutors to clients as an employment business through House of Learning Tuition Ltd. For the purposes of the GDPR Regulations, we are the data controller. We are registered on the Information Commissioner’s Office (ICO) data protection register (as a data controller) with entry URL <https://ico.org.uk/ESDWebPages/Entry/ZB252770>.

Note that for tutoring under the National Tutoring Programme (“NTP”), the Department for Education (DfE) is the controller of certain personal data (for example relating to tutors), and Tribal Education Limited (“Tribal”) and we are the processors of this data for GDPR purposes. School clients under the NTP are the controllers of certain personal data (for example relating to pupils), and we are the processors of this data for GDPR purposes.

What information do we collect about you?

We collect personal data about students, their parents, legal guardians or other persons that arrange for tuition on their behalf (i.e. clients), tutors that wish to provide tuition on our behalf, and our staff. The information collected may include:

- Name
- Email Address
- Telephone
- Demographic information
- Date of birth
- Interests, hobbies
- CVs, cover letters and interview notes
- References and academic certificates
- Criminal records background checks and other checks required by our Safer Recruitment Policy
- Special requirements, e.g. SEN/ EHCP
- School information, incl. school reports
- Tuition lesson reports

Note that the GDPR Regulations have additional requirements in place that must be met in order to store personal data relating to criminal records background checks (specifically in our case, an Enhanced Disclosure & Barring Service (DBS) Certificate). We are entitled to request and store this personal data as we are supplying tuition services to children and, in certain cases, to vulnerable adults with special educational needs (SEN). We also require our tutors to register for the DBS update service and provide us with permission to use the update service to check that their Enhanced DBS Certificates remain valid.

How do we collect this information?

We may collect and process information you give us (or certain third party service providers), for instance by filling in online forms, by contacting us by phone, email, online chat or otherwise, by providing us with information during a consultation.

In the event that you apply for a job with us or to represent us as a tutor, we will require detailed information about you in order to make sure that you are suitable for the role and to comply with our Safeguarding and Child Protection Policy – information will be gathered by way of an interview, provided by you, and, with your permission, provided by third parties..

On what basis do we use your information?

We use the information we collect from you for a variety of purposes.

These include to provide you with the tuition services or with an introduction to provide tuition services (or to provide you with a consultation in connection with providing you with such services), to provide you with information by email, telephone, SMS or otherwise about those services and to notify you about changes to our services.

We also process personal information to maintain our records and to support and manage our employees and the tutors that represent us as independent self-employed tutors under a contract for Services.

We may also use your information to notify you about news, offers, events and other updates we consider may be of interest to you where you have opted in to receive such communications (and have not notified us of your intention to withdraw your consent).

Disclosure of your information

The success of our business depends on your trust. Your details are not passed onto any third parties, or marketers outside of the company. We may share the personal data we collect with other divisions within House of Learning Tuition.

We share certain personal data about the student as well as the client's contact information with the tutor(s) and / or staff that we think would be suitable for your assignment. Where information is considered sensitive, for example, information shared with us from a student's Education, Health and Care Plan (EHCP), we will specifically seek your permission before sharing it with a tutor. In all other cases, we will share information that we feel is relevant to helping the tutor provide the tuition services, unless you request otherwise. Each tutor signs a Contract for Services with us which requires them to maintain the confidentiality and security of any

information shared with them about the client and / or student and any information gathered by them in the course of providing tuition.

We also provide information about tutors and / or staff to clients to help them determine whether they would like to proceed with a particular tutor / staff member for tuition. Clients are required to maintain the confidentiality of this information in accordance with the terms and conditions that they agree to in using our services and not disclose the information to any third party.

For NTP tuition, tutors' and staff personal data may be shared with Tribal for the purposes of safer recruitment and data relating to safeguarding, including personal data relating to students, tutors and other personnel engaged by us may be shared with Tribal for safeguarding requirements and quality assurance purposes.

Our retention of your information

We will retain a record of clients', students' and tutors' personal information. This is done in order to provide you with a high quality and consistent service across our group. We will always retain your personal information in accordance with law and regulation and never retain your information for longer than is necessary.

We retain client and student information for a period of 10 years after tuition services have ceased – this helps us to maintain a record of all client's that have joined us as members. We retain tutor information for a period of 5 years after the tutor has ceased to tutor for us. We retain staff data for a period of 3 years after the staff member has ceased to work for us.

Your rights

The GDPR Regulations provide data subjects certain rights relating to the processing of their personal data.

You have the right to object to us processing your personal information if we are not entitled to use it any more, to have your information deleted if we are keeping it too long or have its processing restricted in certain circumstances.

- If you would like to exercise this right, please contact us via email at houseoflearning360@gmail.com

Complaints

If you consider that we have processed personal data in violation of applicable law, please contact us via email. If you consider that we have processed personal data in violation of applicable law and failed to remedy such violation to your reasonable satisfaction, you may lodge a complaint with a supervisory authority.