



Privacy Policy

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Privacy Policy

This privacy policy will explain how Mr James Maths Tuition ("we", "us", "our") uses the personal data we collect from you when you use our website.

What data do we collect?

We collect the following data:

Personal Identification Information

1. Your Name
2. Your Email Address
3. Your Phone Number(s)
4. Your Date of Birth
5. Your Address

How do we collect your data?

You directly provide us with most of the data we collect. We collect data and process data when you:

- Enter information into any form on the website;
- Voluntarily provide feedback to us using our "Testimonials" form;
- Send details to us via social media, email, phone, or in person when booking a tutor or otherwise using our services;
- When you directly provide information to us in person or by email or social media.

We will also collect data automatically when you use our website, the data that we collect automatically includes:

- Your IP Address
 - Your location (based on IP Address)
 - Your internet service provider (based on IP Address)

Payment information is collected and stored by Stripe Payments Ltd. Payment information is never stored or processed by us.

How will we use your data?

We collect your data so that we can:

- Deliver your course;
- Use materials that are appropriate for you;
- Respond to your enquiries when you contact us using our online forms, by phone, and/or by email;
- To restrict your access to our website;
- To report your location and/or internet service provider to local authorities;
- To process refunds or update your information at your request.

We will share your data with the following individuals/organisations

- Local authorities (when required), including the police and social services.

How do we store your data?

We store your data at Kemp House, 152 - 160 City Road, London, EC1V 2NX on secure servers provided by Krystal Hosting Ltd and rented by Steve Jones Website Development (webmaster). You can find more information about server security at <https://krystal.uk/>.

Your data is secured using industry standard 256-bit encryption methods.

We will keep your personal information for at least 3 years after you have formally stopped using our services, or until you request that it is deleted.

Once this time period has expired, we will delete your data by removing your contact details or database entries from any electronic storage and backups.

Some information, such as payment and transaction information, may be kept for at least 7 years as a legal requirement.

Payment information is stored by Stripe Payments Ltd and not us. We will encrypt and store unique payment and customer identifiers provided by Stripe Payments Ltd, but we do not store or process payment information.

We and Steve Jones Website Development both have access to the payment information stored by Stripe Payments Ltd. This information will only be accessed by us if you request a refund. Steve Jones Website Development may access information if there is a fault with any transactions.

Marketing

We will use your email address to deliver content in the form of a newsletter when you opt in to such a service. You can opt out of marketing communications by using the settings provided in your user account, or by contacting us.

What are your data protection rights?

We would like to make sure you are fully aware of all your data protection rights. Every individual is entitled to the following:

1. The right to access – You have the right to request copies of your personal data from us. We will charge a small administration fee of £10 to complete this request.
2. The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to ask us to complete the information you believe it is incomplete.
3. The right to erasure – You have the right to request that we erase your personal data, under certain conditions.
4. The right to restrict processing – You have the right to ask us to restrict the processing of your personal data, under certain conditions.
5. The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.
6. The right to data portability – You have the right to request that we 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 calendar month to respond to you. If you would like to exercise any of these rights, please contact using any of the following methods:

- Email: mrjamesmathstuition@gmail.com
- Call us: +44 (0)7497 277 696

You can find out more at <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technologies.

For further information, visit allaboutcookies.org.

How do we use cookies?

We use cookies in a range of ways to improve your experience on our website, including:

- Understanding how you use our website

What types of cookies do we use?

There are several different types of cookies, our website uses:

Functionality – We use these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in.

Our functionality cookies are essential to running our website, therefore, you cannot opt-out. If you do not agree to allow us to use these cookies, then please leave our site immediately.

How to manage cookies

You can set your browser not to accept cookies, you found out how [here](#). If you choose to disable cookies for our website, then you will not be able to use our member-only sections.

Privacy policies of other websites

Our website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Third Party Services

We use Microsoft Bookings to create and store bookings, this service also uses your email address to send you a reminder of your booking via email.

Changes to our privacy policy

We keep our privacy policy under regular review, and we will update this policy from time to time. Our policy may change even before the regularly scheduled review dates, so please ensure that you check back regularly.

We will try to notify you of any updates, but we do not guarantee that you will be notified.

How to contact us

If you have any questions about our 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: mrjamesmathstuition@gmail.com

Call us: +44 (0)7497 277 696

How to contact the appropriate authority

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

Email: casework@ico.org.uk

Or write to

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