



Privacy Policy

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Who will collect my data?

Whilst using the services of Mr James Maths Tuition, your data will be collected by the following organisations:

Mr James Maths Tuition
Steve Jones Web Development
Google
Microsoft
Stripe

What data is collected?

Personal Information

- Forename and middle name
- Surname
- Any other relevant names
- Date of Birth
- Full Address including postcode
- Mobile Phone Number
- Email Address
- What time to call back (AM or PM)

Payment Information

- Card Number
- Card Expiry Date
- Card CVV Number
- Card Holder Name
- Billing Address
- Customer Identifier
- Billing Email Address
- Billing Contact Number

Please note that not all of the information above may be collected each time a payment has been made, this will depend on the service used.

Website Analytics

- Time of visit to website
- Website that you visited from
- Web Browser which was used
- Operating system used and device (eg, mobile, tablet, computer, laptop etc...)
- Which version of flash player used
- If the browser which is being used supports JavaScript
- Screen resolution
- Screens colour processing ability

- Location of the device being used
- IP address of the device being used

Other

- Number of tuition hours which are remaining
- Confirmation as to when a session has been completed, (this will include the students name, date as to when the session has been completed and confirmation that the session has been completed)
- Level of study which the student is currently studying (eg, foundation, higher)
- Type of course that the student would like to sign up to (eg, GCSE, functional skills)
- Number of hours needed to complete the course (This may change during the course of the sessions which are taking place, this will depend on whether the student needs more or less sessions)
- Whether the student prefers online or face to face tuition

Why do you need my data?

Your name is collected to create your account, and to ensure that your identity is not confused with another user.

Personal contact information (email address and phone number) is used to allow you to update personal information by confirming it is really you who is updating your information. It is also used to send two-factor authentication codes by email address or phone number. It is also used to send replies to you when you have sent an email from this website. Personal information is also collected in the event that your tutor will need to contact you to rearrange a session or to make adjustments to a session which has already been booked. Mobile numbers are also used to communicate with students regarding the following:

- Setting of Homework and Practice Papers
- Reminder of Sessions
- Remaining Tuition Hours
- Confirmation of Bookings
- Changes in Bookings (Cancellations and Rescheduling Sessions)
- Informing when your tutor is within 30 minutes of your address
- All other communications are also done via SMS.
- Contacting both students and parents regarding any questions relating to the tuition sessions (this can also be done via Microsoft Teams using the chat function. This will be linked to the students registered account).

Please note that if you do not wish for SMS text messages to be sent, this will need to be made clear to your tutor during the bookings process, however, this can be amended at any point.

Date of birth and age is used to determine if services are suitable for you, and whether the content that you view is age appropriate for you.

Payment information is collected and processed by Stripe Inc. for the purpose of making a payment for any services that are available on the website. Payment information is not stored by us, we do however, store what is called a "Customer ID", this is provided by Stripe Inc. and is used to allow you to make one-click payments after you have already made a payment (this feature can be opted out of). Payment information can also be used for payments for items such as

homework tasks, practice papers and tuition sessions, as well as any other products or services which are sold by Mr James Maths Tuition.

Website analytics are collected and processed by Google. Each data element that is collected by Google is collected and processed for the purpose of determining the demographic of users who visit and use this website in order to determine who to target services to. The information is also collected as a means of determining which operating systems and screen resolutions are used by users so that Steve Jones Web Development are able to tailor your experience of this website.

Time to call back this is used so that when new customers make an enquiry via the website, this is so that we know what time we need to call you back in regards to a new booking enquiry.

In addition to the points which have been identified above, it is also necessary to collect your personal data to ensure that sessions are Personalised for each student. Different types of data will be used for different purposes, however, if you have any questions regarding the types of data which are being used, please email: info@mrjamesmathstuition.co.uk where we will be happy to answer any questions you have.

Is my data shared with third parties?

There are some instances where your data will be shared with third parties. Information relating to what data is shared with third parties can be found below:

Payment data is collected and processed by Stripe Inc. only. We will also have access to some of the information that is provided through services provided by Stripe. This information includes:

- The email address used for payment;
- The billing address associated with your payment card;
- The last four digits of your card number.
- Device used to make the payment
- What type of payment method has been used (eg, apple pay, google pay, contactless etc...)

Payment information will not be accessible to anybody other than us, or Stripe Inc. Third parties will not have access to payment information.

Website analytics data is collected by Microsoft and Google and is processed by both of the companies, as well as Steve Jones Web Development. Steve Jones Web Development is the company responsible for the development and maintenance of the Mr James Maths Tuition website and require the information in order to deliver tailored online services to us.

Information which is shared with Google and Microsoft include the following:

- Full Name
- Address including Postcode
- Mobile Phone Number
- Date of Birth
- Email Address
- Remaining Tuition Hours

- Level of Study
- What course a student will be enrolled on
- Date of Sessions
- Tutor which has been allocated to a students session
- Year Group of the Student
- Type of Tuition (Face to Face or Online)
- Whether a student has an exam approaching
- Time in which a customer would like a call back (AM or PM)

Mr James Maths Tuition use the services of both Microsoft and Google to enhance the learners experiences. By working with the companies, this allows greater collaboration and flexibility in the use of the services which are offered.

Mr James Maths Tuition use the following services where data is collected:

- Microsoft Bookings
- Microsoft Teams
- Microsoft Outlook (Email)
- Microsoft Calendar
- Microsoft Forms
- Microsoft OneDrive
- Microsoft SharePoint
- Google Forms
- Google Mail

The name of users are visible to Steve Jones Web Development and are required to access administrative areas of this website. No other information is available to Steve Jones Web Development. This is also the case for remaining tuition hours.

No other information is shared with any third parties.

How will my information be used?

Your names will be used in the following ways:

- To create a username during the registration process;
- To be displayed in student documentation areas as identifiers;
- To be displayed in administrative/restricted areas as identifiers.

Email addresses will be used in the following ways:

- To send an activation code to you during the registration process;
- To send two-factor authentication security codes to you during the login process;
- To send updates about remaining tuitions hours;
- To respond to queries sent by you, using the contact form(s) available on this website.

Telephone numbers will be used in the following ways:

- To send account activation codes to you during the registration process;

- To send two-factor authentication security codes to you during the login process;
- To send updates about remaining tuitions hours;
- To respond to queries sent by you, using the contact form(s) available on this website.

Payment information will be used in the following ways:

- Payment information that is collected on this website will be sent to Stripe Inc. who will process a payment;
- Your data is stored by Stripe Inc. on separate servers;
- Your data is used when you makes a transaction on this website.

Website analytics data will be used in the following ways:

- To detect what time you visit our website to analyse the times of day that our website is accessed, this is to allow Motion Light Media to tailor servers resources to ensure that our website is always accessible;
- [Uniform Resource Identifiers](#) ("URIs") are collected by Google by default and without allowing us to opt-out. This data is not used by us;
- To determine what browser software is being used to accessed our website in order to allow Motion Light Media to ensure that our website can be accessed by multiple browsers equally;
- To determine what operating system you are using to access the website in order to ensure that the website is accessible by every operating system equally;
- To determine what version of Flash you are using, to determine if certain multimedia content can be accessed by your browser;
- To determine what screen resolution you have in order to allow Motion Light Media to tailor your experience of our website to all available screen sizes equally;
- Screen colour processing ability is collected by Google by default without allowing us to opt-out, this data is not used by us;
- Network location is used to determine if you are able to access the content on the website, as some or all content is only available for specific regions;
- [IP addresses](#) are collected to allow Motion Light Media to restrict access to IP addresses which have been detected as requesting too much data from the website, this is how DDoS hacking attempts can be thwarted and improves security of our website.

Other data is used in the following ways:

- The number of tuition hours is used to allow you to ensure that you are given access to tuition that you are entitled to. It is also used to allow you to see how many hours of tuition that you have remaining.

How long will you store my data for?

Whilst a student of Mr James Maths Tuition, your data will be stored on our systems, this can however be requested to be deleted at any time by emailing: info@mrjamesmathstuition.co.uk. Upon finishing your course, all of your data will be removed from our system after a period of 30 days. The reason for this is that if a student requires files, or any other relevant information after their course has been completed, these can then be retrieved.

Please note that your data will not be kept for any longer than necessary.

What rights do I have?

The right to be informed

You have the right to be informed when we collect and use your information, this will be done using the communication methods which we have on file.

The right of access

You have the right to access your information for free, verbally or in writing. You should receive all of the information that we have on you within one calendar month.

The right to rectification

You have the right to request that inaccurate information that is stored about you corrected. You may do this verbally or in writing, and you will receive a response within one calendar month. Your request may be refused if we deem that the data is already accurate.

If your request is deemed as unfounded or excessive, we may charge you a fee to complete your request.

The right to erasure

You have the right to have your personal information erased, you may make this request verbally or in writing, and you will receive confirmation within one calendar month.

Your data will not be erased if erasing the information will restrict another person's or entity's right to freedom of information and expression.

Your data will not be erased if it is required to comply with a legal obligation.

Your data will not be erased if it is required to carry out a task in the public interest, or in the exercise of official authority.

Your data will not be erased if it is required for archiving purposes in the public interest, scientific research, historical research, or statistical purposes where erasure is likely to render impossible or seriously impair the achievement of that processing.

Your data will not be erased if it is for the establishment, exercise or defence of legal claims.

The right to restrict processing

You have the right to ask us not to process your data, this means that we may collect your information, but we may not use your information for anything.

You can request us to restrict the processing of your data verbally or in writing, and we will respond within one calendar month.

If your request is deemed as unfounded or excessive, we may charge a fee to complete your request.

The right to data portability

You have the right to obtain and reuse your information across different services.

We may refuse your request if it is not technically feasible to make your information portable. If this is the case, you will be informed of this in writing.

The right to object

You have the right to object to your information from being used in a way that you are not comfortable with, for example, for marketing.

You can make this request verbally or in writing by emailing:

complaints@mrjamesmathstuition.co.uk, and you will receive a response within one calendar month.

Rights in relation to automated decision making and profiling

You have the right to be protected from having your information collected automatically by a program.

You have the right to not be profiled based on your information through automatic processing of your information.

How do I make a complaint?

You have the right to make a complaint about how your personal information is being collected, processed or used.

In the first instance, if you would like to raise a complaint, this would need to be done using the company complaints policy. The data controller can be contacted via:

complaints@mrjamesmathstuition.co.uk at which point we will do our utmost to ensure that the appropriate actions are taken to ensure that your complaint has been rectified. We aim to respond to, and rectify all complaints within 28 working days, however, due to unforeseen circumstances this can take longer. If this is the case, you will be informed in writing that this is the case, along with an estimated timeline as to how long this is due to take.

Once the complaint has been processed, if you are not happy with the result, then you may make a formal complaint to the Information Commissioners Office ("ICO"), who can be contacted via: <https://ico.org.uk/>. The Information Commissioners Office is the UK regulator for the regulation of data and information. Upon making a complaint to the ICO, you will need

to follow their complaints procedure and include all of the information which is requested, it is therefore important that all of the necessary evidence is collected before making a complaint.