BROCKWELL TUTORS

Privacy Policy

Version 1.0

August 2026

Privacy Policy

1. Purpose

1.1 Brockwell Tutors is committed to protecting the privacy of all current and prospective Tutors, Clients, and Students.

1.2 Brockwell Tutors is the data controller for the personal information described in this Policy, which sets out how the Agency collects, uses, stores, and protects personal information.

2. Information We Collect

2.1 The Agency may collect personal information relating to Tutors, including:

- Contact details and addresses
- Qualifications, employment history, references, and identity and safeguarding documentation
- Payment and invoicing information
- Tutor biographies, photographs, correspondence, and other information reasonably required to recruit and engage Tutors

2.2 The Agency may collect personal information relating to Clients and Students, including:

- Contact details and addresses
- Educational information and lesson reports
- Payment and invoicing information
- Correspondence and other information reasonably required to provide tutoring services

2.3 Where personal information relates to a Student who is a minor, the Agency takes particular care to process such information only to the extent necessary to deliver tutoring services and to safeguard the Student's welfare, and in accordance with the principles of this Policy.

3. How We Use Personal Information

3.1 The Agency processes personal information for the purposes of:

- Providing tutoring services

- Matching Tutors with Clients and Students
- Managing Lessons, payments, and invoices
- Communicating with Tutors and Clients
- Complying with legal and regulatory obligations

3.2 The Agency relies on the following legal bases to process personal information:

- Contract: to provide tutoring services and manage the relationship between the Agency, Tutors, and Clients
- Legal obligation: to comply with safeguarding, tax, and other regulatory requirements
- Legitimate interests: to recruit and vet Tutors, maintain business records, and communicate with Tutors and Clients about the services provided
- Consent: where the Agency sends marketing communications, such as its mailing list, which recipients may withdraw at any time

4. Sharing Personal Information

4.1 The Agency will only share personal information where reasonably necessary to provide tutoring services, comply with legal obligations, or protect the safety and welfare of a Student.

4.2 The Agency will not sell personal information to third parties.

4.3 The Agency uses trusted third-party providers to operate certain functions of its website and business operations, including form and email delivery services and website hosting. These providers process personal information solely on the Agency's instructions and are required to maintain appropriate security standards.

5. Data Security and Retention

5.1 The Agency takes reasonable steps to keep personal information secure and to prevent unauthorised access, disclosure, or loss.

5.2 Personal information will only be retained for as long as reasonably necessary to fulfil the purposes for which it was collected or to comply with legal obligations. In particular, safeguarding-related documentation is retained in accordance with relevant DBS and safeguarding guidance, and financial records are retained in accordance with HMRC requirements.

6. Your Rights

6.1 Subject to applicable legal requirements, individuals may request access to, correction of, or deletion of their personal information, or exercise any other rights available under UK data protection legislation.

6.2 Privacy enquiries should be directed to the Agency's Data Protection contact, Rohan Shah, at privacy@brockwelltutors.co.uk.

6.3 Individuals also have the right to lodge a complaint with the Information Commissioner's Office (ICO) if they believe their personal information has not been handled in accordance with applicable data protection law.

7. Review

7.1 The Agency may amend this Policy from time to time to reflect changes in legal requirements or the Agency's operations.

7.2 Updated versions of this Policy will be published on the Brockwell Tutors website.