



# ABLE Education Policy Document

## **GENERAL DATA PROTECTION REGULATION (GDPR) & PRIVACY POLICY**

**Last reviewed:** March 2026

**Next review due:** March 2027

## Table of Contents

1. Introduction	3
2. What personal data do we collect?	3
3. How do we collect personal data?	3
4. Why we process your data	3
5. How we use personal data	4
6. Who has access to your data?	4
7. Data security	4
8. Data retention	4
9. Your rights under GDPR	4
10. Complaints	5
11. Changes to this privacy policy	5
12. Contact information	5

## 1. Introduction

At ABLE Education, we are committed to protecting and respecting your privacy. This GDPR Privacy Policy outlines how we collect, use, store, and protect personal data in accordance with the General Data Protection Regulation (GDPR) for all of our clients, students, and their guardians.

## 2. What personal data do we collect?

We collect the following types of personal data, which may include, but are not limited to:

- **Personal information:** name, age, contact details (email, phone number, address)
- **Student information:** learning preferences, subjects being tutored, assessments, progress reports, academic history, SEND and medical information
- **Communication data:** correspondence with clients, students and guardians through email, phone calls, or other channels
- **Payment information:** bank account details, payment history, and other related financial information

## 3. How do we collect personal data?

We collect personal data in the following ways:

- **Directly from you:** when you register for our tuition services, fill out forms, book appointments, make payments, or communicate with us
- **Via third-party platforms:** if you book through online booking systems, payment gateways, or other third-party services, personal data may be shared with us

## 4. Why we process your data

We process your personal data for the following legitimate purposes:

- **To provide tuition services:** to schedule sessions, track progress and tailor lessons to meet the student's educational needs
- **Payment processing:** to process payments and manage financial transactions
- **Customer support:** to respond to your queries, provide support, and improve our services
- **Marketing and communication:** if you have consented, to send updates, newsletters, or promotional materials related to our services. You can withdraw consent at any time
- **Legal and regulatory compliance:** to comply with applicable laws and regulations

## 5. How we use personal data

We will only use your personal data for the purposes specified in this privacy policy and will never sell or rent your data to third parties. The legal grounds for processing your data are based on the necessity to perform a contract, legitimate interests, and your consent where applicable.

## 6. Who has access to your data?

- **Employees and contractors:** only those individuals who need access to personal data in order to perform their job responsibilities will have access to it.
- **Third parties:** we may share data with third parties such as payment processors, communication platforms, or IT service providers who help us operate our business. These third parties will only process personal data in accordance with our instructions and legal requirements.

## 7. Data security

We employ appropriate technical and organizational measures to protect your personal data from unauthorized access, loss, destruction, or alteration. These measures include encryption, secure servers, and regular security audits.

## 8. Data retention

We retain your personal data for as long as necessary to fulfill the purposes for which it was collected, including to meet any legal, accounting, or reporting requirements. Once it is no longer needed, your personal data will be securely deleted or anonymized.

## 9. Your rights under GDPR

Under the GDPR, you have the following rights concerning your personal data:

- **Right to access:** you have the right to request copies of the personal data we hold about you.
- **Right to rectification:** you have the right to request corrections to any inaccurate or incomplete data.
- **Right to erasure:** you may request that we delete your personal data, subject to certain conditions.
- **Right to restrict processing:** you can request that we limit how we process your personal data.
- **Right to data portability:** you can request that we transfer your personal data to another organization in a machine-readable format.
- **Right to object:** you can object to the processing of your personal data for direct marketing purposes or on grounds relating to your particular situation.

- **Right to withdraw consent:** if we process your data based on consent, you may withdraw that consent at any time.

To exercise any of these rights, please contact us using the details in section 12 below.

## 10. Complaints

If you believe that we have not complied with your data protection rights, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) or your local supervisory authority.

## 11. Changes to this privacy policy

We may update this privacy policy from time to time. Any changes will be communicated to you, and the updated version will be posted on our website with a revised effective date. Please review this privacy policy periodically for any updates.

## 12. Contact information

If you have any questions about this privacy policy or wish to exercise any of your rights, please contact us by emailing [admin@able-education.co.uk](mailto:admin@able-education.co.uk).