

Excel Tutors

Privacy Policy

Last updated: 2025-08-21 • <https://exceltutors.org.uk>

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Website: <https://exceltutors.org.uk>

Contact: info@exceltutors.org.uk | 0207 0011 411 or 07758 271568

1) Who we are: Excel Tutors (“we”, “us”) provides tuition services and may facilitate exam registrations with awarding organisations. Unless stated otherwise, we act as the data controller for the personal data we collect.

2) How to contact us: Email info@exceltutors.org.uk (use the subject line “Data Protection request”). Postal: 161-163 Commercial Road, London E1 2DA.

3) Where we collect information: We collect personal data when you:

- Register/book for exams or tuition on our website.
- Apply or participate in our programmes or mock exams.
- Correspond with us by phone, email, post or in person.
- Visit our premises, where CCTV may operate for safety and security.

4) What data we collect and why: Depending on your relationship with us, we process:

- Identification and contact details (name, address, email, phone, date of birth).
- Education and exam details (subjects, prior results, candidate numbers, option codes).
- Booking/payment information (invoices, transaction references) — we do not store full card numbers.
- Communications (emails/messages/notes) to manage your bookings and support.
- Technical data (IP address, device/browser type, analytics cookies) to improve the site.
- CCTV images for safeguarding and security.

Purposes & lawful bases (UK GDPR): Contract (deliver services), Legal obligation (exam regulations, tax), Legitimate interests (service quality, fraud prevention, limited direct marketing to our users), and Consent (non-essential cookies or optional marketing). You may withdraw consent at any time.

5) Sharing your data: We share data only when necessary with: awarding bodies/exam centres, tutors/staff, payment providers/banks, IT/hosting/communication vendors under contract, professional advisers/insurers, and law-enforcement/regulators when legally required.

6) International transfers: Some suppliers may process data outside the UK. We use appropriate safeguards (e.g., adequacy regulations or standard contractual clauses/UK IDTA).

7) Retention: We retain data only as long as necessary for the purposes above, including statutory retention (e.g., HMRC records). We review retention schedules and securely delete or anonymise data when no longer needed.

8) Security: We apply technical and organisational measures appropriate to the risks (access controls, encryption in transit, staff training).

9) Your rights: You have rights to: be informed; access; rectification; erasure; restriction; data portability; object to certain processing; and rights related to automated decision-making. To exercise these rights, contact info@exceltutors.org.uk. You can also complain to the ICO (ico.org.uk).

10) Marketing preferences: You can opt out of marketing emails at any time via unsubscribe links or by contacting us. We do not sell personal data.

11) Cookies: We use necessary cookies to operate the site and (with consent) analytics cookies to improve performance. See our Cookie Notice for details.

12) Changes: We may update this notice periodically; the latest version and date appear above.

Contact

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