



Attain Tutors Ltd – Data Protection, Privacy & GDPR Policy

Who We Are

Attain Tutors Ltd is a private limited company registered in England and Wales. We provide tutoring services and related educational support.

We are the data controller of the personal data we collect. This means we decide why and how your information is used.

Commitment to GDPR

We are committed to complying with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. This means we will:

- Collect and process personal data lawfully, fairly, and transparently
- Only use data for specific, explicit, and legitimate purposes
- Limit the data we collect to what is necessary (data minimisation)
- Ensure data is accurate and kept up to date
- Store data securely and limit retention to what is necessary
- Respect the rights of individuals regarding their personal data

What Data We Collect

We may collect the following personal information:

- Name and contact details (email, phone, address)
- Student details (name, age, school year, subjects)
- Parent/guardian details (for under 18s)
- Payment information (processed securely by third-party providers)
- Records of communication (emails, messages, enquiries)

We do not collect unnecessary or excessive personal data.

Why We Collect Data (Lawful Basis)

We process personal data only where we have a lawful basis under UK GDPR, including:

- Contract: to provide tutoring services you have booked with us
- Legal obligation: to comply with safeguarding and tax/accounting rules
- Legitimate interests: to manage our services, bookings, and customer relationships
- Consent: where you have agreed to receive marketing updates

Third-Party Websites & Data Processors

We use carefully selected third-party websites and service providers to manage bookings, communications, and payments. For example, invoicing platform Zoho UK.

These third parties act as data processors on our behalf. We ensure:

- A Data Processing Agreement (DPA) is in place
- Data is stored securely and only used for the agreed purpose
- They comply with UK GDPR and provide adequate safeguards if data is stored outside the UK/EEA

We remain legally responsible for ensuring your data is protected, even when processed by a third party.

How We Store and Protect Data

- Data is stored securely with restricted access
- Electronic data is encrypted where appropriate
- We keep data only for as long as necessary (usually 6 years for business and safeguarding records, unless required longer by law)
- Once data is no longer required, it is securely deleted or anonymised

Sharing Your Information

We do not sell or share your personal data with third parties for marketing. We may share data only:

- With tutors working on behalf of Attain Tutors Ltd (limited to relevant student information)
- With service providers (e.g. booking platform, payment processor)
- Where required by law (e.g. safeguarding, tax, or court orders)

Your GDPR Rights

Under UK GDPR, you have the right to:

- Request access to the data we hold about you
- Request correction of inaccurate data
- Request deletion of data (“right to be forgotten”)
- Object to processing based on legitimate interest
- Request data transfer (data portability)
- Withdraw consent (for marketing, where applicable)

To exercise your rights, please contact us at: info@attaintutors.co.uk.

International Data Transfers

If our third-party providers store data outside the UK/EEA, we ensure that appropriate safeguards (such as Standard Contractual Clauses) are in place to protect your rights.

Data Breaches

In the unlikely event of a personal data breach, we will notify affected individuals and the Information Commissioner’s Office (ICO) where legally required.

Contact & Complaints

If you have any questions about this policy or how we handle your data, please contact:

Attain Tutors Ltd

Email: info@attaintutors.co.uk

Phone: 07942 359 988

If you are not satisfied with our response, you have the right to complain to the Information Commissioner's Office (ICO) at www.ico.org.uk.