

Privacy Policy

Topsie Tutoring with Denise

Policy created: 18.09.25 Policy review date: annually

Privacy Policy

This Privacy Policy explains how Denise at Topsie Tutoring collects, uses, and protects any personal data that you provide when you use this website and my tutoring services.

I am committed to ensuring that your privacy is protected. Should I ask you to provide certain information by which you can be identified, you can be assured that it will only be used in accordance with this privacy statement and the UK General Data Protection Regulation (GDPR).

This policy is effective from 22.09.25. I may update this policy from time to time by updating this page. You should check this page regularly to ensure that you are happy with any changes.

1. Who I Am

- **Data Controller:** Denise Pipe
- **Contact Details:** denise@topsietutoring.co.uk
- **Website:** www.topsietutoring.co.uk

2. What Personal Data I Collect

I may collect the following information:

- **From Enquiries and Website Visitors:**
 - Your name
 - Contact information, including email address and phone number
 - Information related to your tutoring enquiry (e.g., subject, student's age, specific needs)
- **From Clients (for the purpose of providing services):**
 - Student's full name and age
 - Parent/Guardian's full name
 - Contact information (email address, phone number)
 - Academic information (e.g., school, year group, learning difficulties, exam results)
 - Records of tutoring sessions, notes on progress, and any other information necessary to provide the service.

2. How and Why I Use Your Data (The Legal Basis)

I collect and process your personal data for the following purposes and under the following legal bases:

- **To Respond to Enquiries:** When you contact me via the website's contact form, I process your data based on my **legitimate interest** in responding to your requests and managing my business.
- **To Provide Tutoring Services:** I process your data for the **performance of a contract** I have with you to provide my tutoring services.
- **To Manage My Business:** I use your data for administrative and legal purposes, such as invoicing, record-keeping, and complying with tax obligations. This is done under a **legal obligation** and my **legitimate interest** in managing my business effectively.
- **To Improve My Services:** I may use anonymised data (e.g., general trends in enquiries) to analyse and improve my services, based on my **legitimate interest** in business development.

4. How I Secure Your Data

I am committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, I have put in place suitable physical, electronic, and managerial procedures to safeguard the data I collect. These measures include:

- Using password-protected computers and cloud storage services.
- Storing any physical records (e.g., paper notes) in a locked cabinet.
- Limiting access to personal data to only myself.

5. Data Retention

I will only retain your personal data for as long as necessary to fulfil the purposes for which it was collected, including for the purposes of satisfying any legal, accounting, or reporting requirements.

Typically, I will retain client data for a period of up to three years after our last session, after which it will be securely deleted or destroyed.

6. Your Rights Under GDPR

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

- **The Right to Be Informed:** You have the right to be informed about how I collect and use your data.
- **The Right of Access:** You have the right to request a copy of the personal data I hold about you.
- **The Right to Rectification:** You have the right to have inaccurate data corrected.
- **The Right to Erasure:** You have the right to request that I delete your data (also known as the 'right to be forgotten').
- **The Right to Restrict Processing:** You have the right to ask me to limit the way I use your personal data.
- **The Right to Object:** You have the right to object to me processing your data.
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If you wish to exercise any of these rights, please contact me using the details provided above.

7. Use of Cookies

My website may use cookies to improve your user experience. A cookie is a small file that is placed on your computer's hard drive. It helps to analyse web traffic or lets you know when you visit a particular site. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

8. How to Complain

If you have any concerns about my use of your personal data, you can contact me directly at denise@topsietutoring.co.uk

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

- **ICO Contact Details:**
 - **Website:** <https://ico.org.uk/>
 - **Phone:** 0303 123 1113