



MR JAMES

MATHS TUTORIALS

PRIVACY POLICY

APPROVAL DATE: 26/09/2023

REVIEW DATE: 26/09/2026

APPROVED BY: BRAD JAMES

Privacy Policy

This privacy policy will explain how *Mr James Maths Tuition* ("we", "us", "our") uses the personal data we collect from you when you use our website (["www.mrjamesmathstuition.co.uk"](http://www.mrjamesmathstuition.co.uk)).

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What data do we collect?

Our Company collects the following data:

- Personal Identification Information
- Your Name
- Your date of birth
- Your Email Address
- Your Address, including post code.
- Your Phone Number(s).
- Your IP address

How do we collect your data?

- You directly provide us with most of the data we collect. We collect data and process data when you:
 - Visit our website.
 - Complete our "Contact Us" form to send us a message.
 - Voluntarily provide feedback to us using our "Testimonials" form.
 - Send details to us via our website, social media, email, phone, or in person when booking a course or otherwise using our services.
 - Complete paper or electronic forms before commencing a course or as part of, or at the end of your course.
 - Provide us with a form of ID to verify your details.
 - Use restricted services on our website(s) available via login portals, including login forms.
 - Become employed by us, or otherwise receive payment from us for your services to our company.
 - Use any of our services provided through any technology provided by Microsoft.

How will we use your data?

Our Company collects your data so that we can:

- Deliver information about your course, including updates such as change of venue or cancellations where appropriate.
- Deliver your course to you.
- Respond to your enquiries when you contact us using our online forms, by phone, and/or by email.
- Monitor internet traffic that attempts to use our system(s) in an unintended manner.
- Create an online staff profile to enable you to use our staff portals, where applicable.
- Improve our online services.

We may share your data with the following individuals/organisations. These companies will only process and store your data to use it as described above.

Google

Microsoft

Small PDF

How do we store your data?

We securely store your data at *Kemp House, 152 - 160 City Road, London, EC1V 2NX* on secured servers using powerful encryption methods.

Your information will be kept on secure servers that are owned and operated by *Krystal Hosting Ltd* and rented by *Steve Jones Website Development* (“webmaster”). You can find more information about server security here: <https://krystal.co.uk/cloud-hosting#features-list>.

We will keep your personal information for 30 days after the completion of your course, or until you request that it is deleted, or as long as required by law (please note that information that is required by law cannot be deleted). Once this time period has expired, we will delete your data by removing your contact details or database entries from any electronic storage and backups, and by destroying paper forms.

Payment Information

WE ARE PCI-DSS COMPLIANT

We use *Stripe* (<https://www.stripe.com>) to process payments that we accept online.

This means that, while you may enter your payment details on our website, we do not store or process any of

your details on our website. Your details are stored and processed by *Stripe*. This process is seamless for you, and you will not be required to go to another website to complete payments as we handle the entire process on our website.

When your payment is processed by *Stripe* it generates something called a payment identifier (payment ID), we will store this payment ID in an encrypted form on our servers as proof of your payment and to process any refunds back to you.

Other Payment Processors

Payments may also be processed by other providers, such as Apple, Android, PayPal, or others. You should read the respective privacy policies to discover how they will store and use your payments. None of your payment information will ever be stored or processed by us.

Refunds

We will process refunds back to your original payment method, this is to ensure that only the original customer is paid to reduce the risk of any financial fraud.

If your payment cannot be refunded to your original payment method, for example, if the linked bank account is no longer accessible then please get in touch as soon as possible so that we can arrange a refund using an alternative method. Proof of payment will be required.

Marketing

We may use your email address to deliver content in the form of a newsletter when you opt in to such a service. You are able to opt out of marketing communications by getting in touch.

What are your data protection rights?

Your data protection rights are enshrined in law, in the UK this law is called the *Data Protection Act 2018*, part of which is commonly referred to as the *General Data Protection Rights ("GDPR")*.

We have detailed your rights briefly below.

We would like to make sure you are fully aware of all of your data protection rights. Every user is entitled to the following:

The right to access – You have the right to request copies of your personal data from us. We may charge you a small fee for this service.

The right to rectification – You have the right to request that we correct any information you believe is inaccurate. You also have the right to ask us to complete the information you believe is incomplete.

The right to erasure – You have the right to request that we erase your personal data, under certain conditions.

The right to restrict processing – You have the right to ask us to restrict the processing of your personal data, under certain conditions.

The right to object to processing – You have the right to object to our processing of your personal data, under certain conditions.

The right to data portability – You have the right to request that we transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one calendar month to respond to you. If you would like to exercise any of these rights, please contact using any of the following methods:

Email us at complaints@mrjamesmathstuition.co.uk

Call us: +44 (0)1205 212 157

Cookies

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology.

For further information, visit allaboutcookies.org.

How do we use cookies?

We use cookies in different ways depending on how you use our website, including:

- Understanding how you use our website, and;
- Understanding who is using our website, and;
- Remembering your choices about cookies, and;
- Enabling you to use our staff portal (where applicable).

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

Functionality – We use these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and what location you are in. A mix of first-party and third-party cookies are used.

Our functionality cookies are essential to running our website, therefore, you cannot opt-out. If you do not agree to allow us to use these cookies, then please leave our site immediately.

Analytics – From time to time we may use analytics cookies to track when our site is used, from where it is accessed, for how long users stay, and how many pages users visit. These analytics cookies would be delivered by *Google Analytics*.

Analytics cookies are turned off by default. We would appreciate it if you allowed us to use these cookies by opting in. The data provided by analytical cookies allows us to determine where best to market our services.

If you choose to opt-in to analytical cookies, please read *Google's Privacy Policy* (<https://policies.google.com/technologies/partner-sites?hl=en-GB&gl=uk>).

How to manage cookies

You can set your browser not to accept cookies, and the allaboutcookies.org website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

Our website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

We keep our privacy policy under regular review, and we place any updates on this web page. This privacy policy was last reviewed on 26th September 2023.

The next revision to our policy is due by the 26th September 2026.

Data Protection Officer

Our named data protection officer is *Mr. Bradley James*.

If you have any questions about our privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at info@mrjamesmathstuition.co.uk.

Call us: +44 (0)1205 212 157

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that we have not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Email: casework@ico.org.uk

Or write to
Information Commissioner's Office
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire
SK9 5AF