



Core Ambition Tutors customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

- [Contact details](#)
- [What information we collect, use, and why](#)
- [Lawful bases and data protection rights](#)
- [Where we get personal information from](#)
- [How long we keep information](#)
- [Who we share information with](#)
- [How to complain](#)

Contact details

Email

emma@coreambitiontutors.com

What information we collect, use, and why

We collect or use the following information **for student education and welfare**:

- Names and contact details for students/children
- Names and contact details for carers
- Gender
- Payment details and financial information including transactions
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments and special educational needs and disabilities)
- Exam results and qualifications

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Address
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments and special educational needs and disabilities)



We collect or use the following information **for information updates or marketing purposes:**

- Names and contact details
- Address

We collect or use the following information **for recruitment purposes:**

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Details of any criminal convictions (eg DBS, Access NI or Disclosure Scotland checks)

We collect or use the following information **to comply with legal requirements:**

- Identification documents
- Criminal offence data (including Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)



- **Your right to object to process** CORE AMBITION TUTOR'S the right to object to the processing of your personal data. [You can read more about this right here.](#)
- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information **for student education and welfare** are:

- Contract - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.
- Legitimate interests – we're collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:

- We collect information such as child's name, age, school they attend, exam board information so that we can provide the best and most relevant tuition. Without this information our tutors wouldn't know what to teach.
- We have to ensure we adhere to Safeguarding Rules - If a student discloses information we would need to report this to the relevant authorities.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Contract - we have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Our lawful bases for collecting or using personal information **for information updates or marketing purposes** are:



- Consent - we have permission from you as you gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information **for recruitment purposes** are:

Our lawful bases for collecting or using personal information **to comply with legal requirements** are:

- Legal obligation - we have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

Where we get personal information from

- Parents or carers

How long we keep information

We keep your details for as long as we are working with your child. Once the contract has been terminated we will delete your data.

If we have any Safeguarding logs, these will be kept until your child is 25 years old.

Who we share information with

Data processors

Anyone who legally requires the information – Social Services, Local Education Authority, Emergency services – in line with Safeguarding policy.

Tutorcruncher

This data processor does the following activities for us: They schedule tuition sessions and hold names and addresses of tutors, parents and students. It also holds payment details for Tutors and Parents.

Others we share personal information with

- Parents and carers
- Organisations we're legally obliged to share personal information with

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.



CORE AMBITION
T U T O R S

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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15 October 2024