



AW Virtual Tuition Privacy Policy

AW Virtual Tuition adheres to the General Data Protection Regulations (GDPR) 2018

This policy sets the obligations regarding the collection, processing, storage, and disposal of personal data.

The GDPR defines “personal data” as any information relating to an identified or identifiable natural person (a “data subject”); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier, or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural, or social identity of that natural person.

We do need to take some data from you so we can carry out our obligations arising from any contracts entered into between you and us. We may need to contact you and/or the student, to collect payments, refund if necessary and to assess student learning and progress. Data from recordings is required to facilitate student learning. Payment data is required to fulfill our legal obligations to keep financial records and accounts.

Any data we request and keep will be adequate, relevant, and limited to what is necessary in relation to the purposes for which it is processed.

We may use your data to contact you directly to advertise our services, but we will never sell or share your data to any other organisation.

We may use data from you or the student to celebrate achievements for the purpose of advertisement. Data used will be statistical and anonymous. Permission will be sought to share student’s individual work in the form of images, video or audio recordings, which will only be used if written permission is granted and only for the purpose for which consent has been given.

Sometimes it may be requested that a recording of a session as a teaching aid for absent students. Students will be made aware any time this is happening. In a recording students will not be visible. Any video recording of online teaching is under password on equipment. When sent out to students via Google Classroom, only students in the classroom will be able to access it and it cannot be downloaded or shared.

Any data supplied:

- parent/carer name and contact information
- student name and age
- student’s submitted work
- video recordings of lessons
- payment data via Stripe, PayPal or bank transfer

is kept under lock and key in the registered business address and/or under password protection on any digital devices used for business purposes (laptops, phones).

Data will, where necessary, be kept up to date and every reasonable step taken to ensure that inaccurate information is erased or rectified without delay.

Any online payment data received via our website, PayPal or BACS is under password protection online and under the server security of proprietary software.

Individuals have the right to access their personal data and any such requests made to the HEET shall be dealt with in a timely manner. At your request any of your data we hold can be deleted and/or destroyed unless it is required to pass this information to law enforcement organisations.

In the event of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data, HEET shall promptly assess the risk to people's rights and freedoms and inform relevant persons as soon as reasonably possible.

Data will only be kept for the minimum length of time that it is required and then it will be destroyed. Video recordings of lessons will be kept for a maximum of two years until the course is complete and the examination taken or if required for the purposes of child protection and safeguarding to be used as evidence in the event of any accusation being made against a tutor or student and requested by a law enforcement body. Financial data will be kept for 7 years as is required.

Any data held will be destroyed in a prompt and appropriate manner through shredding and/or deletion and removal from the business's digital devices so it cannot be recovered.