

# Bedford Tutor Customer Privacy Policy

GDPR (General Data Protection Regulation)



## Your Personal Details

- Bedford Tutor will store only the personal details needed to ensure tuition can be carried out effectively. When you first join Bedford Tutor, a director (Annabel Walker or Helena Walker), will fill out a new customer form (below) which will then be used to enter you/your child onto our spreadsheet. This spreadsheet is updated on a daily basis and when you cease tuition your entry is permanently deleted from this spreadsheet and your new customer form is burnt.

<b>Date of Induction</b>	
Student's Full Name	
Student's DOB	
Student's School	
Primary Contact Number	
Emergency Contact Number	
Email Address	
Medical Conditions	
Allergies	
Diagnosed SEN	
Suspected SEN	
Tuition Focus	

New customer forms are kept in a locked storage box at all times.

Data held on the main Bedford Tutor spreadsheet includes:

- Name of student
- Whether their tuition is regular (weekly) or irregular (less often than weekly)
- Date of birth of student (if the student is under 18)
- School year of student (if applicable)
- Primary contact phone number/s (for students under 18 this is a legal parent/guardian and one other number chosen by the parent/guardian in case of an emergency)
- Email Address
- Details of allergies, medical conditions and/or SEN

## Terms & Conditions

- When you join Bedford Tutor, you will be required to sign a form stating that you agree with the company's full terms and conditions. This form will be digitalised and stored on Annabel Walker's personal computer until you cease tuition at Bedford Tutor. The hard copy of this form will also be kept in a locked storage box and burnt when you cease tuition.

### Storage of documents

- All documents are stored on a password-protected computer and only the directors (Annabel Walker and Helena Walker) have access to these personal documents.
- The computer is backed-up to an external hard-drive which is fully-encrypted and needs a password in order to access files; only Annabel Walker and Helena Walker know this password.
- The computer is also backed-up to an online cloud service provided by PC World (LiveDrive KNOWHOW Cloud). The server for this service is based in the UK and access to this account is limited to Annabel Walker and Helena Walker.
- Any other documents which are needed for the effective running of Bedford Tutor include first names and/or surname initials only (e.g. Joe B) to ensure they cannot be traced to an individual person. Documents of this nature include the Bedford Tutor weekly timetable; student progress records (which are kept on the Notability app and backed up to Dropbox and Google Drive); and individual student folders (also backed up to Google Drive) which are used in the effective planning of lessons. Both Dropbox and Google Drive are password protected.
- Customer phone numbers and e-mail addresses are stored on Annabel Walker's mobile phone which is password protected and has fingerprint recognition for added security; all names are first names and/or surname initials only (e.g. Joe B). All contacts on this phone are backed-up to iCloud which is password protected.
- E-mails are accessed on Annabel's computer and mobile phone via bedfordtutor@outlook.com. A thorough audit of e-mails is carried out every 30 days (customers who cease tuition will have any e-mail communication deleted within this time period). This e-mail account is password protected and only Annabel Walker and Helena Walker have access to customer e-mails.
- All passwords are invented words which contain at least three of the following: upper case letters, lower case letters, numbers, and special characters to ensure security; only Annabel Walker and Helena Walker know these passwords. Each of the above accounts has a different password.

### Information auditing

- When you leave Bedford Tutor, your details will be fully-deleted from the computer; external hard-drive; LiveDrive KNOWHOW Cloud; Notability; Dropbox; Google Drive; and Annabel's phone within 30 days of you ceasing tuition; hard copies of your new student form and terms and conditions will also be burnt within 30 days of you ceasing tuition.
- If you provide Bedford Tutor with another form of personal document (e.g. a school report) this will be kept for thorough reading and then given back to you.

### Passing on your information

- Bedford Tutor will not pass any information onto third parties unless legally bound to do so, e.g. under The Child Protection Law. All information regarding you/your child is always kept secure; you are able to view this information at any time, so please ask Annabel Walker or Helena Walker if you wish to do this. Please ensure all stored details are correct by informing a director of any personal changes.