

At Phonics Tuition Thurrock, protecting your personal data is important to us, and we take the security of your personal data seriously.

This Policy explains what personal information we collect from you, how we use it and what your rights are.

The Data Protection Act 2018

The UK General Data Protection Regulation (GDPR) 2018 requires us to manage personal information in accordance with Data Protection Principles. The Law, in particular, requires us to collect, process and store your personal information fairly and lawfully, and only for specified purposes in order to provide a service. Maintaining confidentiality is important to us and we will do our utmost to keep all data secure, bearing in mind that the Internet cannot be guaranteed to be 100% secure.

What information do we collect from you?

The information we collect from you include:

- Parents/carers' name(s)
- Parents/carers' address
- Parents/carers' email address(es)
- Parents/carers' phone number(s)
- Child's name, date of birth, school, year group, Phonics programme taught in their setting and interests
- Parents/carers' concerns
- Messages via email, SMS, apps e.g., WhatsApp, and direct messages on social media

We collect this information when you make an enquiry and make a booking for a service.

What information do we keep?

The information we keep include:

- Parents/carers' name(s)
- Parents/carers' address
- Parents/carers' email address(es)
- Parents/carers' phone number(s)
- Child's name, date of birth, school, year group, Phonics programme taught in their setting and interests
- Parents/carers' concerns
- Messages via email, SMS, apps e.g., WhatsApp, and direct messages on social media
- Assessment information from the first Phonics session
- Contracts, consent forms, record sheets, invoices and payments

Any paper documentation is stored in a secure lockable cabinet.

For safeguarding reasons, we do not keep the contact details (phone number, email address etc) of the child as all communication must be via the legally responsible adults (parents/carers).

How will we use the information about you?

We will use your data to provide you with the service you have requested. When you provide us with your personal information, we will tell you how we are going to use it.

Do we share your information?

We will never share your data to any third parties.

The only times we will share your information are:

1. To disclose information in the case of a safeguarding issue
2. Because you ask us and give us permission to share your information with someone else e.g., your child's school

How long will the information be stored for?

We keep your data until the contract finishes, when we will delete all electronic records and destroy any paper documentation securely by shredding. However, there are exceptions to this:

- Any data relating to safeguarding must be kept until the child is 25 years of age
- Contracts, consent forms, record sheets, invoices and payments must be kept for 7 years

Access to your information and correction

You have the right to request a copy of the information that we keep about you. If you would like some or all of your personal information, please email us using the details below. We will not make a charge for this service. You may ask us to correct or remove information you think is inaccurate – we want to make sure that your personal information is accurate and up-to-date.

Website analytics

We use third party data analytics to monitor website browser behaviour and navigation across our site. These third-party data analytics service providers (Unlimited Web Hosting) collect this information on our behalf in accordance with our instructions and in line with their own privacy policy.

Cookies

We may collect technical data about the type of Internet browser and computer operating system that you use. This information does not identify you as an individual and is used only

for tracking of site use. This is a technology called 'cookies' which can be used to provide you with tailored information from a website.

A cookie is an element of data, a file which is nothing but a line of text that a website can send to your browser, which may then store it on your system. This will help us to identify you when you return to the site and allow us to tailor content to your personal preferences. You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether or not to accept it. However, in a few cases some of our website features may not function as a result.

Policy details

We continually review our privacy practices and may amend our Policy as and when required.

If you have queries, requests or complaints regarding Data Protection, are concerned about how we collect, use and share your personal information, or would like to 'Opt Out' of any contact or communications, please do not hesitate to contact:

The Data Protection Officer,
Laura McDonald,
Phonics Tuition Thurrock,
07494 443649,
laura@phonicstuitionthurrock.co.uk

This Policy was last reviewed in: April 2025

Signed: *L. McDonald*