Privacy Policy

Grove Tutors maintains a strict policy of client and tutor confidentiality and we are committed to protecting and safeguarding your personal data. As part of this commitment, this policy aligns with the General Data Protection Regulation (GDPR).

This policy relates to all information you provide to Grove Tutors and all data that Grove Tutors holds in relation to your use of the site.

Your Information

We collect information directly from you when you call or email us, or otherwise provide information directly with us.

The following are examples of information we may collect directly from you:

Details (for Clients):

- Name
- Telephone
- Email address
- Postal address
- Your child's name and date of birth
- Your child's school name and school year
- Information about your education preferences

Details (for Tutors):

- Name
- Telephone
- Email address
- Postal address
- Photographic ID
- Qualifications
- Experience
- CV
- DBS
- References
- Bank Details

We require this information to understand your requirements and provide you with a better service.

Controlling your Personal Information

We will not sell, distribute or lease your personal information to any third parties or marketers outside of Grove Tutors.

We take reasonable steps to ensure that your information is kept safe and will endeavour to protect it from unauthorised access.

Cookies

A cookie is a small file, which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to client needs. We only use this information for statistical analysis purposes.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find most useful. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

Email Newsletters

We operate an email newsletter, used to inform subscribers about products and services supplied by Grove Tutors.

Subscriptions are taken in compliance with UK Spam Laws detailed in the Privacy and Electronic Communications Regulations 2003. All personal details relating to subscriptions are held securely and in accordance with the EU General Data Protection Regulation 2018. No personal details are passed on to third parties nor shared with companies / people outside of the company that operates this website.

Email marketing campaigns published by this website may contain tracking facilities within the actual email. Subscriber activity is tracked and stored in a database for future analysis and evaluation. Such tracked activity may include; the opening of emails, forwarding of emails, the clicking of links within the email content, times, dates and frequency of activity.

This information is used to refine future email campaigns and supply the user with more relevant content based around their activity.

In compliance with UK Spam Laws and the Privacy and Electronic Communications Regulations 2003 subscribers are given the opportunity to unsubscribe at any time through an automated system. This process is detailed at the footer of each email campaign.

External Websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information, which you provide whilst visiting external sites. You should exercise caution and look at the privacy statement applicable to the website in question.

Retention Periods

We will retain a record of your personal information. This is done in order to provide you with a high quality and consistent service. We will always retain your personal information in accordance with law and regulation and never retain your information for longer than is necessary.

You have the right to access the personal information that we hold about you (as defined in the EU General Protection Data Regulation 2018) upon receipt of a written request. Before providing personal information to you or another person on your behalf, we will ask for proof of identity and sufficient information about your interactions with us that we can locate your personal information. If any of the personal information we hold about you is inaccurate or out of date, you may ask us to correct it.

Policy Changes

This policy may be changed or amended at our absolute discretion, so you should review it from time to time so you are aware of any changes.

For any queries, please send an email to info@grovetutors.co.uk