

Website Address: sgreeneducation.com

Company Name: S GREEN Education Ltd

S GREEN Education Ltd is committed to safeguarding your personal information and respecting your privacy, whether you are a client, potential client, or a visitor to the website. This policy explains how we collect, use, store, and protect your data in line with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

1. Information We Collect

We will only collect the personal information that is relevant and necessary to provide tuition, mentoring, and related educational services. This may include:

- Name of student and parent/guardian
- Age or school year group of student
- Parent/guardian email address, telephone number, and (where used for communication) Facebook Messenger account
- Home address (required for initial visit and emergency purposes)
- Notes relating to the learner's progress, needs, or interests that help tailor tuition
- Any other information you choose to share that is relevant to the services provided

2. How Information is Collected

Information may be collected through:

- Website contact form
- Email, text message, or telephone call
- Messaging platforms such as Facebook or Whatsapp
- In person during consultations or lessons

3. Lawful Basis for Processing

Under UK GDPR, S GREEN Education Ltd processes personal data on the following lawful bases:

- **Contract:** to deliver tuition and related services you have requested
- **Legal obligation:** to meet safeguarding and record-keeping requirements
- **Consent:** for any optional communications or sharing of information beyond service delivery (you may withdraw consent at any time)
- **Legitimate interests:** to manage schedules, respond to enquiries, and keep records relating to tuition

4. How Information is Used

Your information is used to:

- Provide and manage tuition sessions
- Communicate regarding lessons, changes, and progress

- Maintain safeguarding records and comply with legal obligations
- Manage payments and administration

5. Storage and Security of Data

- All records are stored on password-protected devices and accounts.
- Email addresses and phone numbers may also be stored in email and phone contacts for communication purposes.
- Access to your data is restricted to the tutor and will not be shared with any third party unless required by law or with your explicit consent.

6. Cookies

The website may use cookies to improve your browsing experience. Cookies are small text files stored on your device. They cannot personally identify you but can identify your device. You can disable cookies through your browser settings, though this may affect website functionality.

7. Your Rights

Under UK GDPR, you have the right to:

- Access the personal data we hold about you
- Request correction of any inaccurate or incomplete data
- Request deletion of your data (unless required to be kept for legal/safeguarding reasons)

- Withdraw consent for optional communications at any time
- Lodge a complaint with the **Information Commissioner's Office (ICO)** if you have concerns about how your data is handled (www.ico.org.uk)

8. Opting Out or Requesting Deletion

You may request that we remove any personal data we hold about you by emailing: **info@sgreeneducation.com**. Please note, safeguarding and financial records must be retained for a legally required period.

9. Changes to This Policy

This policy may be updated from time to time to reflect legal or operational changes. The updated version will always be available on our website.

10. Acceptance of This Policy

By using this website or booking services, you agree to the terms of this Privacy Policy. If you do not agree, please refrain from using the website or services.

Data protection complaints

If you are unhappy with how we have collected, used, stored or handled your personal data, you may submit a data protection complaint using our contact details provided in this privacy policy. We will acknowledge receipt of your complaint within 30 days, we will investigate and respond without undue delay. Where

appropriate, we will keep you informed of progress and communicate the outcome once our investigation is complete.

If you remain dissatisfied with our response, you have the right to raise your concerns with the information commissioner's office (ICO)