

Teatime Tutoring Privacy Policy

Last reviewed: June 2026

This Privacy Policy explains how Kirsty Dickenson, trading as Teatime Tutoring, collects, uses, stores and shares personal data in connection with our tuition services. We are committed to protecting the privacy and security of the personal information entrusted to us by parents, carers, students, tutors and other clients.

This policy should be read alongside our Terms and Conditions, Safeguarding Policy and any other relevant information provided when tuition is arranged.

1. Data controller

Kirsty Dickenson, trading as Teatime Tutoring, is the data controller responsible for personal data collected and used by Teatime Tutoring.

Teatime Tutoring is registered with the Information Commissioner's Office (ICO) and pays the required data protection fee as a data controller.

Contact details:

- Owner of Teatime Tutoring: Kirsty Dickenson
- Telephone: 07523 413011
- Safeguarding email: safeguardingteatimetutoring@yahoo.com
- Business location: Farnborough, Hampshire, GU14 7AP

For privacy or data protection queries, please contact Kirsty Dickenson using the details above. Safeguarding concerns should be sent to the safeguarding email address or raised by telephone if urgent.

2. Personal data we collect

The personal data we collect depends on the services being provided. It may include:

- Parent, carer or client contact details, such as name, address, email address and telephone number.
- Student details, such as name, date of birth or age, year group, school, academic needs, learning goals, lesson notes, progress information and assessment information.
- Information relevant to supporting a child safely and appropriately, such as SEND information, medical or allergy information, emergency contact details, collection arrangements and safeguarding information.
- Tutor information, such as name, contact details, qualifications, experience, references, DBS information, identity checks, right to work information where applicable, availability and lesson records.
- Payment and invoicing information, such as lesson bookings, invoices, payment status and accounting records.
- Communication records, such as emails, enquiry forms, messages, lesson summaries, attendance notes and feedback.
- Marketing preference information, such as whether a parent or client has chosen to receive newsletters or updates.

We aim to collect only the information we reasonably need to provide safe, effective and well-organised tuition.

3. How we collect personal data

- Directly from parents, carers, students, tutors or clients through enquiry forms, email, telephone, messages, booking forms, meetings and lesson discussions.
- From tutors who provide lesson notes, attendance records, feedback or safeguarding information.
- From schools, local authorities or other organisations where they are involved in arranging or supporting tuition and have a lawful basis for sharing information.
- Through systems used to manage tuition, such as online booking, invoicing, lesson notes, video call platforms, email platforms and secure document storage.

4. Why we use personal data and our lawful bases

We use personal data only where we have a lawful basis to do so. The main lawful bases we rely on are:

- **Contract:** to arrange and provide tuition, manage bookings, communicate about lessons, issue invoices and fulfil our terms and conditions.
- **Legitimate interests:** to run Teatime Tutoring effectively, manage enquiries, support student progress, maintain appropriate records, improve services, respond to parent and tutor queries, and keep records of business decisions.
- **Legal obligation:** to meet legal, tax, accounting, safeguarding, child protection and regulatory responsibilities.
- **Consent:** for specific situations where consent is appropriate, such as certain marketing communications, sharing particular information with a third party when not otherwise covered by another lawful basis, or using testimonials, photographs or names in promotional material.
- **Vital interests:** in rare situations where personal data needs to be used or shared to protect someone's life or immediate safety.

Where we rely on consent, consent can be withdrawn at any time. Withdrawing consent will not affect the lawfulness of anything done before consent was withdrawn.

5. How we use personal data

- To respond to enquiries and discuss suitable tuition options.
- To arrange, deliver and manage tuition sessions, including online and in-person tuition, small groups and holiday courses.
- To tailor tuition to a student's needs, monitor progress and provide feedback to parents or carers.
- To communicate about lesson times, attendance, changes, cancellations, invoices and payments.
- To support safeguarding, welfare, health and safety, safer recruitment and appropriate supervision.
- To assess tutor suitability, carry out safer recruitment checks and match tutors to suitable students where relevant.
- To maintain business, financial and tax records.
- To send newsletters, course information or service updates where this is appropriate and in line with marketing preferences.

- To manage complaints, concerns, legal claims or requests from individuals exercising their data protection rights.

6. Children's personal data and special category data

Because Teatime Tutoring works with children, we take particular care with children's personal data. Information about children will only be shared with those who need it in order to provide tuition, support learning, meet safeguarding responsibilities or comply with the law.

Some information may be special category data, such as health information, SEND information or information relating to safeguarding. This will be handled with additional care and access will be limited to those who need the information for a clear and lawful purpose.

7. Who we share personal data with

We may share personal data with:

- Tutors working with or through Teatime Tutoring, where the information is needed to provide tuition, support the student or meet safeguarding responsibilities.
- Parents, carers and clients, including lesson updates, progress information, attendance information and relevant concerns.
- Schools, local authorities or educational organisations where they are involved in the tuition arrangement, where the parent or carer has requested this, or where there is another lawful basis for doing so.
- Service providers who help us run Teatime Tutoring, such as tuition management systems, email providers, online meeting platforms, website/contact form providers, accounting or invoicing systems and secure document storage providers.
- Safeguarding agencies, the Local Authority Designated Officer, children's services, adult safeguarding services, the NSPCC, police or other relevant authorities where needed for safeguarding, welfare, legal or regulatory reasons.
- Professional advisers, insurers or legal representatives where necessary.

We do not sell personal data to third parties.

Where we use third-party service providers, we expect them to handle personal data securely and only for the purposes for which they are engaged.

8. International students and international transfers

Teatime Tutoring may work with families, students or tutors based outside the UK. Where information needs to be shared internationally in order to arrange or provide tuition, we will only share what is necessary and will take reasonable steps to ensure personal data is protected appropriately.

Some online systems or service providers may store or process data outside the UK. Where this happens, we will seek to use providers that have appropriate safeguards in place, such as UK adequacy arrangements, standard contractual clauses or equivalent protections.

9. Marketing communications

We may send existing clients relevant updates about tuition, courses, availability, educational information, newsletters or Teatime Tutoring news where this is appropriate. Individuals can opt out of marketing communications at any time by contacting us or using any unsubscribe option provided.

We will not use children's personal data for direct marketing to children.

10. Data retention

We keep personal data only for as long as reasonably necessary for the purpose for which it was collected, including legal, accounting, safeguarding and reporting requirements. The following retention periods usually apply:

Type of record	Usual retention period
General enquiry records where no tuition is taken up	Up to 2 years after the last meaningful contact, unless there is a clear reason to keep the information for longer.
Student tuition records, lesson notes, progress information and parent communication	Up to 7 years after tuition ends, unless the record forms part of a safeguarding file or there is another clear legal or business reason to retain it longer.
Safeguarding and child protection records	Normally until the child reaches age 25, unless there is a clear safeguarding, legal or regulatory reason to retain the information for longer.
Records relating to allegations against tutors, staff or volunteers	Normally until normal pension age or 10 years from the date of the allegation, whichever is longer, in line with safer recruitment and safeguarding guidance.
Tutor recruitment and safer recruitment records	For the duration of the working relationship and normally up to 6 years after it ends. DBS certificate copies are not routinely kept. If a copy is retained for a recruitment decision, it will not usually be kept for longer than 6 months.
Invoices, payments and accounting records	Normally 6 years, in line with tax and accounting requirements.
Marketing mailing list records	Until the person unsubscribes or asks to be removed, with a suppression record retained where needed to make sure they are not contacted again.

These periods may be adjusted where required by law, safeguarding requirements, insurance, complaints, legal claims or other legitimate reasons.

11. Data security

We take reasonable technical and organisational steps to protect personal data. These may include secure passwords, two-factor authentication where available, limited access to sensitive information, secure storage, up-to-date software, careful sharing of information, and secure deletion or disposal when information is no longer needed.

Special category data, children's data and safeguarding records are treated with additional care. Access is limited to those who need the information for a clear safeguarding, educational, contractual or legal purpose.

No method of electronic storage or transmission is completely secure, but we work to reduce risk and protect personal data appropriately.

12. Data breaches

If we become aware of a personal data breach, we will assess what has happened, take steps to reduce any risk, keep a record of the breach and consider whether the breach needs to be reported to the Information Commissioner's Office or to affected individuals. Where a breach is likely to result in a risk to people's rights and freedoms, we will follow the relevant reporting requirements.

13. Your data protection rights

Under data protection law, individuals have rights in relation to their personal data. These may include:

- the right to be informed about how personal data is used;
- the right of access to personal data;
- the right to rectification of inaccurate or incomplete data;
- the right to erasure in certain circumstances;
- the right to restrict processing in certain circumstances;
- the right to object to certain processing;
- the right to data portability in certain circumstances;
- the right to withdraw consent where consent is the lawful basis for processing.

These rights do not apply in every situation. For example, some records may need to be retained for safeguarding, legal, accounting or legitimate business reasons.

To exercise your rights, please contact Kirsty Dickenson using the contact details in this policy.

14. Complaints

If you have a concern about how Teatime Tutoring uses personal data, please contact Kirsty Dickenson first so that the concern can be considered and responded to.

You also have the right to complain to the Information Commissioner's Office, the UK supervisory authority for data protection matters. The ICO can be contacted through its website at ico.org.uk or by telephone on 0303 123 1113.

15. Changes to this policy

We may update this Privacy Policy from time to time. The latest version will be made available to clients and tutors, and the review date will be updated when changes are made.

16. Contact us

Kirsty Dickenson, owner of Teatime Tutoring



Business location: Farnborough, Hampshire, GU14 7AP

Telephone: +44 (0) 7523 413011

General email: teatimetutoring@yahoo.com

Safeguarding email: safeguardingteatimetutoring@yahoo.com

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