

Privacy Policy

This privacy policy sets out how Lisa Bishop Tutoring collect, use and protects information that you share when you use the lisabishoptutoring.com website or contact the company by any other means. We are committed to ensuring that your privacy is protected and we will not sell or lease your personal information to third parties. This policy may be updated from time to time but an up to date copy will always be available on the website.

Below is a summary of what data is, what we do with it, who we share it with and what to do if you want your data to be amended or deleted.

What is data?

Data falls into two different sections – personal and sensitive.

Personal data means any information capable of identifying an individual. It does not include anonymised data. We may process certain types of personal data about you as follows:

- Identity Data including your first name, last name and title.
- Contact Data may include your billing address, email address and telephone numbers.
- Financial Data may include your bank account and payment card details. This is processed but not held.
- Transaction Data may include details about payments between us.
- Technical Data may include your internet protocol addresses, browser type and version, browser plug-in types and versions, time zone setting and location, operating system and platform and other technology on the devices you use to access our website.
- Usage Data may include information about how you use our website, products and services.

Sensitive data refers to data that includes:

- details about your race or ethnicity,
- religious or philosophical beliefs
- sexual orientation
- political opinions
- information about your health

Lisa Bishop Tutoring may collect sensitive data about health issues to ensure your safety during classes. This information forms part of the Physical Activity Readiness Questionnaire which is completed in paper form which is kept securely with access limited to those who have a legitimate interest to do so.

How do we get your data?

We collect data about you through a variety of different methods including:

- You provide the data by filling in forms on our website (or otherwise) or by communicating with us by post, phone, email or otherwise, including when you order our services or request information to be sent to you.
- Your details may be passed to Lisa Bishop Tutoring under a contract for tutoring, assessment or internal quality assurance from a training provider
- As you use our website, we may automatically collect Technical Data about your equipment, browsing actions and usage patterns. We collect this data by using cookies, server logs and similar technologies. We use Google analytics to improve our website.
- Financial data which comes from providers of payment services such as our bank.

How do we use your data?

We will only use your personal data when legally permitted to do so. This will be:

- to carry out the contract between us.
- to comply with a legal or regulatory obligation.

Do we share your data?

In some circumstances we may need to share your data with the following people:

- Service providers who provide IT and system administration services
- Professional advisers including lawyers, bankers, auditors and insurers
- HM Revenue & Customs, regulators and other authorities

If we need to share your data we require all third parties to respect the security of your personal data and to treat it in accordance with the law.

International transfer of data outside the EEA

Countries outside of the European Economic Area (EEA) do not always offer the same levels of protection to your personal data, so European law has prohibited transfers of personal data outside of the EEA unless the transfer meets certain criteria. Our website is hosted in the US and meets the criteria for transferring data as they are part of the EU-US Privacy Shield meaning that they provide a similar protection to personal data.

How secure is your data?

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. Access is limited to those people who have a legitimate interest within Lisa Bishop Tutoring and other third parties who have a business need to know such data. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

There is a policy in place to deal with any suspected personal data breach and we will notify you and any applicable regulator of a breach where we are legally required to do so.

Retaining your data

We will only retain your personal data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

Physical Activity Readiness Questionnaires will only be retained for as long as you remain a member of the class. Once you have left the class the PARQ is destroyed by shredding unless there is a reason to retain it for longer, e.g. on the advice of insurers.

By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for six years after they cease being customers for tax purposes.

Our website

Our Service is hosted by Weebly, Inc. and provides us with the online platform that allows us to provide the Service to you. Your information, including Personal Information, may be stored through Weebly's servers. By using the Service, you consent to Weebly's collection, disclosure, storage, and use of your Personal Information in accordance with Weebly's privacy policy available at <https://www.weebly.com/privacy>.

Links to other websites

As part of the Service, we may provide links to or compatibility with other websites or applications. However, we are not responsible for the privacy practices employed by those websites or the information or content they contain. This Privacy Policy applies solely to information collected by us through the Service. Therefore, this Privacy Policy does not apply to your use of a third-party website accessed by selecting a link via our Service. To the extent that you access or use the Service through or on another

website or application, then the privacy policy of that other website or application will apply to your access or use of that site or application. We encourage our users to read the privacy statements of other websites before proceeding to use them.

Use of 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. Upon visiting lisabishoptutoring.com you will be asked to either confirm use of cookies or manage your preferences. If you would like to know more about managing your preferences please visit <https://www.youronlinechoices.eu/>.

We may track information provided to us by your browser when you view or use the website, such as the website you came from (known as the "referring URL"), the type of browser you use, the device from which you connected, the time and date of access, and other information that does not personally identify you. We use this information for, among other things, maintaining the quality of the website, to provide general statistics regarding usage and for other business purposes. We track this information using cookies, which include an anonymous unique identifier. Cookies are sent to a user's browser from our servers and are stored on the user's computer hard drive. Sending a cookie to a user's browser enables us to collect Non-Personal Information about that user and keep a record of the user's preferences when utilizing our services, both on an individual and aggregate basis. Cookies help us provide you with a better website. It does not give us access to your computer or any information about you, other than the data you choose to share with us via the contact form.

Your legal rights

Under certain circumstances, you have rights under data protection laws in relation to your personal data. These include the right to:

- Request access to your personal data
- Request correction of your personal data
- Request erasure of your personal data
- Object to processing of your personal data
- Request restriction of processing your personal data
- Request transfer of your personal data
- Right to withdraw consent

Please email us at admin@lisabishoptutoring.com if you wish to enact any of the above. You will not have to pay a fee for this but we may need you to confirm specific information to confirm your identity. This is a security measure to ensure that personal data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response. We try to respond to all legitimate requests within twenty working days.

If you believe that any information we are holding on you is incorrect or incomplete, please write to Lisa Bishop Tutoring, 48 Gatcombe Close, Walderslade, Chatham, Kent, ME5 7RD or email admin@lisabishoptutoring.com.

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