

Laidlaw Education Privacy Notice and Data Protection Policy

At Laidlaw Education we take your privacy seriously and will only use your information to be able to deliver our services to you and your child. Under GDPR, our legal basis for processing the personal information relating to you and your child is so that we can fulfil our contract (or future contract) with you. Our lead person for data protection is Victoria Webb (previously Sue Laidlaw).

What information do we collect?

Term-time lessons:

When you contact us to arrange lessons for your child or to be added to our waiting list we will usually obtain the following details over the phone or email:

Your name and your child's name

Child's date of birth

School attended

Your address

Your email address

Your telephone contact numbers

Reason for tuition/other relevant background information

Once lessons are confirmed we will ask you to complete our registration form with these details and we will ask your permission to contact you in the future to let you know of other lessons, mock exams, courses, parent talks or other services provided by us which may be of interest.

In the case of being added to our waiting list for lessons to start at a future date, we will retain your information in the meantime and will seek your verbal permission to contact you in the future to let you know of other lessons, mock exams, courses, parent talks or other services provided by us which may be of interest.

Courses/mock exams/parent talks booked using our online booking platform:

Each event will have a booking form tailored to the information required. The information will include some of the items listed above as well as any other details relevant to the event.

Why do we collect the information and how do we use it?

We collect the information so that we can provide our services to you and also to give you information on future courses, lessons, mock exams or other services provided by us that may be of interest.

How do we store your information?

We store the information in a variety of ways: on paper, online on our secure booking platform, on our database, within our secure book-keeping software, and in our secure email distribution platform.

How is the information secured?

Paper information is stored in our locked office, or within locked cupboards at our teaching venues where necessary (eg attendance registers, emergency parent contact details). Information is also stored electronically on password protected computers.

Who is the information shared with?

We do not share your data with any third parties, other than:

- for necessary processing on third party secure platforms (eg Bookwhen online booking platform, Quickbooks book-keeping software and Mailchimp email database). All such third parties comply with the strict data protection regulations of the GDPR.
- If we are required to by government bodies or law enforcement agencies
- if we have your consent in exceptional circumstances (eg if you would like us to speak to your child's school).

Within the teaching and office team at Laidlaw Education, we maintain confidentiality in the following ways:

- we will only ever share information with a parent about their own child;
- information given by parents to us will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our safeguarding policy).
- Staff only discuss individual children for purposes of planning and group management.
- Staff are made aware of the importance of confidentiality during their induction process.

How long is the information kept?

We keep all the information whilst your child comes to us for lessons or remains on our waiting list.

Once lessons have stopped, we keep relevant information until your child is no longer of school age. We find that many families return to us over the years eg with younger siblings or for help with secondary school subjects/public exam revision, so we keep your contact details in our email database (Mailchimp) and will be in touch from time to time. Should you wish to stop hearing from us, you can unsubscribe from our email database at any time and at that point we will also destroy any paper records and delete your information from our computer database.

Please note that some information is required to be kept for a certain length of time for statutory reasons, eg accounting records, information required by OFSTED (Christchurch venue only).

Subject access requests (SAR)

You have a right to ask to see the data that we have about yourself or your child, and to ask for any errors to be corrected. We will respond to all such requests within one month. You can also ask for the data to be deleted, but note that:

- we will not be able to continue to teach your child if we do not have sufficient information about them; and
- as mentioned above, even after your child has stopped coming for lessons we have a statutory duty to retain some types of data for specific periods of time.