

Sage Tuition - Privacy Policy

1. Introduction

Sage Tuition respects your privacy. This privacy policy explains how we collect, use, store, and protect your personal information when you use our tutoring services. By using our services, you agree to the collection and use of information as described in this policy.

2. Information We Collect

We collect the following information:

Student Information:	Parent/Guardian Information:	Tutor Information:
Full name Date of Birth Year group and school Academic strengths and areas for development Learning preferences and needs Special educational needs or disabilities (if applicable) Academic goals Attendance records Progress notes	Full name Email Address Phone number Billing address Payment information	Full name Qualifications and teaching experience DBS certificate details Availability Contact information Bank details for payment

3. How We Collect Information

We collect information through:

- Initial enquiry forms on our website
- Direct communication via email or phone
- Registration and booking forms
- Communication during lessons
- Payment platforms (Xero)

4. How We Use Your Information

We use your information to:

- Match students with suitable tutors
- Schedule and deliver tutoring sessions
- Process payments and send invoices
- Communicate about lessons, cancellations and rescheduling
- Improve our services
- Comply with legal obligations
- Maintain safeguarding records

We do not use your information for marketing purposes without your explicit consent.

5. Data Sharing

We share your information only when necessary:

With tutors: We share student information with matched tutors to enable them to plan and deliver appropriate lessons.

With payment processors: We use Xero to process payments. These companies have their own privacy policies.

With Third-Party Platforms: We use Google drive for scheduling, Zoom for online lessons and Google email for communication. These platforms have their own privacy policies.

Legal Requirements: We may disclose information if required by law or to protect the safety of a child. We do not sell your personal information to third parties. We do not share your information for marketing purposes.

6. Data storage and Security

Your data is stored securely using industry-standard security measures:

- Password-protected systems
- Encrypted data transmission
- Secure cloud storage
- Limited access to personal data
- Regular security reviews

7. Legal Basis for Processing

We process your personal data under the following legal basis:

Contract Performance: Processing is necessary to deliver tutoring services you have requested.

Legal Obligation: Processing is necessary to comply with safeguarding requirements and financial regulations.

Legitimate Interest: Processing is necessary for our business operations, including matching students with tutors and improving our services.

Consent: Where we have obtained your explicit consent for specific processing activities.

8. Data Retention

We retain your personal data for as long as necessary to provide our services and comply with legal obligations:

Active Students: Data is retained while the student is receiving tuition and for six months after lessons end.

Financial Records: Payment records are retained for six years to comply with HMRC requirements.

Safeguarding Records: Safeguarding-related information is retained according to statutory guidance.

You may request deletion of your data at any time. However, this may result in the termination of tutoring services.

9. Your Rights Under UK GDPR

You have the following rights:

Right to Access: You can request a copy of the personal data we hold about you.

Right to Rectification: You can request correction of inaccurate or incomplete data.

Right to Erasure: You can request deletion of your personal data, subject to certain exceptions.

Right to Restrict Processing: You can request that we limit how we use your data.

Right to Data Portability: You can request your data in a commonly used format.

Right to Object: You can object to processing based on legitimate interests.

Right to Withdraw Consent: Where processing is based on consent, you can withdraw it at any time.

To exercise any of these rights, contact us at contact@sagetuition.org

10. Children's Data

We collect and process data about children under 18 for the purpose of providing tutoring services. We take extra care to protect children's information:

- We obtain consent from parents or guardians before collecting children's data
- We process only the information necessary to provide tutoring services
- We follow safeguarding guidelines as outlined in "Keeping Children Safe in Education"
- We require an adult to be present in the house during lessons for students under 18

11. Cookies

Our website may use cookies to improve your experience. Cookies are small files stored on your device. You can control cookie settings through your browser. Disabling cookies may affect website functionality.

12. Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of these sites. We encourage you to read their privacy policies.

13. Changes to This Policy

We reserve the right to update this Privacy Policy at any time. Changes will be posted on our website and emailed to active clients. The date at the end of this policy shows when it was last updated.

14. Complaints

If you are unhappy with how we handle your personal data, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

ICO Contact Information:

- Website: www.ico.org.uk
- Telephone: 0303 123 1113
- Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

15. Contact Us

If you have questions about this Privacy Policy or how we handle your data, contact us:

Email: contact@sagetuition.org

Phone: 07538 142492

Address: Unit 3, The First Floor, Pentagon House, 51/52 Castle St, Trowbridge, Wiltshire, BA14 8AU

Date reviewed: 17/04/2026