Privacy Policy – Tech Confidence Hub

Last updated: 25th April 2025

At Tech Confidence Hub, we are committed to protecting the privacy of everyone who engages with our platform — including learners, volunteer tutors, and partners. This Privacy Policy outlines how we collect, use, and store your personal data in line with the UK General Data Protection Regulation (UK GDPR).

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1. What Information We Collect

📘 For Learners:

- Full name, age range, and contact details
- Digital confidence self-assessment
- Learning preferences and session availability
- Support or accessibility needs (if disclosed)
- Learner feedback and ratings

🧑‍🏫 For Volunteer Tutors:

- Full name, contact details.
- Areas of expertise and availability
- Teaching experience and preferences
- Accessibility needs (if disclosed)
- Tutor performance data (e.g., sessions delivered, learner feedback, reward points)

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2. How We Use Your Data

We use your information to:

- Match learners with suitable tutors
- Track session participation and progress
- Contact you about sessions, updates, or support
- Monitor and improve our services
- Recognise tutor contributions (badges, certificates, points system)

3. How We Store & Protect Data

- Data is securely stored using encrypted platforms (e.g., Google Workspace, Calendly)

- Access is restricted to authorised team members only

- We will never sell or share your data with third parties without your consent

4. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data

- Request correction or deletion

- Withdraw consent at any time

- File a complaint with the ICO (Information Commissioner's Office)

5. How Long We Keep Your Data

- Learner and tutor data will be retained only as long as necessary for the purposes stated above

- You may request deletion of your data at any time by contacting us

6. Contact Us

For any questions or data requests, please email:
info@techconfidencehub.com

Safeguarding Policy – Tech Confidence Hub

Last updated: 25th April 2025

We are committed to creating a safe and respectful learning environment for all adults we serve, especially those who may be vulnerable.

1. Scope

This policy applies to all tutors, staff, volunteers, and learners engaged in any activity under Tech Confidence Hub.

2. Key Principles

- All individuals are treated with dignity and respect

- Learners' wellbeing is our priority

- Tutors must avoid inappropriate communication or contact outside the platform

3. Tutor Responsibilities

- Do not meet learners in-person without approval or supervision

- Report any safeguarding concerns immediately to the safeguarding lead

- Always maintain professional boundaries

4. Reporting Concerns

All safeguarding concerns must be reported to **info@techconfidencehub.com**. We will follow up in line with our safeguarding procedures.

As a volunteer tutor with Tech Confidence Hub, you are expected to adhere to the following code of conduct:

1. Professionalism

- Be punctual, reliable, and well-prepared
- Respect learners' time and learning pace

2. Boundaries

- Only communicate through approved channels (e.g., Zoom, Teams, official email)
- Avoid private social media contact with learners

3. Confidentiality

- Do not share learners' personal information with anyone
- Use learner data only for the purpose of supporting their learning

4. Inclusivity

- Treat every learner with kindness, patience, and respect
- Be sensitive to different backgrounds, abilities, and learning styles

5. Safety

- Report any concerns or incidents to Tech Confidence Hub immediately
- Do not offer or accept personal gifts or inappropriate favours.

By joining Tech Confidence Hub, you agree to uphold this code at all times.