

## Privacy Policy – Tech Confidence Hub

*Last updated: 25<sup>th</sup> 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)

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### 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

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### 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)

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### 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

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### 6. Contact Us

For any questions or data requests, please email:

[info@techconfidencehub.com](mailto:info@techconfidencehub.com)

## **Safeguarding Policy – Tech Confidence Hub**

*Last updated: 25<sup>th</sup> 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](mailto:info@techconfidencehub.com). We will follow up in line with our safeguarding procedures.

