Privacy Policy

Positive Progress Privacy Notice

Who We Are & What We Do

Positive Progress is a Tuition Centre based in the West Derby area of Liverpool. We provide curriculum-based tuition to students up to A-Level and specialist tuition to support students wishing to sit Grammar school Entrance Exams.

What Data We Collect

We will collect the following data in relation to students and their families, including parents/legal guardians:

* Name of students/parents/legal guardians;
* Address;
* Contact details;
* Date of birth;
* Relationship to student;
* Schooling related information;
* Gender;
* Ethnicity / EAL data;
* Authorised points of contact if a primary contact is not available;
* Health-related information and other information relevant to being able to teach the student most effectively;
* As studies progress, we will accumulate information in relation to a student’s progression;
* Any other information which may be provided, which is relevant to the education of your child or children.

What will we use personal information for?

A tutor will only use personal information to fulfil their contractual obligations and to respond to enquiries, to:-

* Provide, administer and report to parents on the course of study;
* Seek feedback about study experiences;
* Address and communicate about operational issues i.e. needing to close a class/make parents aware of changes to classes, or any other issues that may directly affect students and parents;
* Respond to complaints.

What we will not do with your data

* Tutors will not seek any further personal information in relation to parents or students without gaining specific authority;
* Tutors will not pass on ANY personal details to a third party outside our organisation;
* Tutors will not take or publish photographs of students or publish students’ names without your consent as the parent/legal guardian;
* Tutors will not share personal information to anyone else without your specific consent unless it is necessary for health and safety or to comply with child protection policies and procedures, cooperating with local and public authorities to comply with legal requirements and those of regulators, for example, Ofsted, or unless it is otherwise provided for in this Privacy Notice.

Access to your data

You have the right to make a Subject Access Request. If you make such a request we are required, to provide a copy of the personal information without charge within 30 days. You have the right to have data amended or deleted unless it is required to be kept under this Privacy Notice for a specific period of time.

How long will we keep your data for?

Positive Progress will only retain personal information:-

* While your children attend the Study Centre it is necessary for us to retain personal information;
* We will not normally keep it for longer than 12 months after your children leave the centre unless we have legitimate reasons, i.e. child protection;
* Enquiries about the service would not normally be kept for longer than 12 months after the last communication from the enquirer;
* In some circumstances, you have the right to request the erasure of personal information held.

Data Breaches

Positive Progress have put in place appropriate security measures to prevent the personal information from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. Access to personal information is limited to employees and contractors who have a business need to know the personal information and will only be processed upon instructions from either the Senior Tutor and procedures have been put in place to deal with any suspected breach of the requirements under the GDPR. You and/or the Regulator referred to below will be notified of any potentially significant breach.

Complaints relating to Data

It is hoped that you will not have cause to complain. If you do have complaints relating to the Tutors use of data this should be referred to in the first instance to the Senior Tutor referred to in the Schedule. If it is not possible or appropriate to refer a complaint to the Senior Tutor it may be referred to the Regulator. The contact details are:-

**Information Commissioner’s Office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow**  
**Cheshire**  
**SK9 5AF**