

# UNIQUE SEND TUITION

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## Privacy Notice

*Home tuition • Online tuition • Community-based learning • EOTAS and commissioned provision*

### Purpose of this notice

This privacy notice explains what to expect Unique SEND Tuition to do with personal information. It covers the information collected and used in connection with tuition, learner welfare, enquiries, complaints, legal requirements and business administration.

Unique SEND Tuition is operated by Mandy Beadnell as a sole trader. This notice should be read alongside relevant safeguarding, data protection and other business policies.

|                        |                                               |
|------------------------|-----------------------------------------------|
| <b>Data controller</b> | Mandy Beadnell trading as Unique SEND Tuition |
| <b>Email</b>           | uniquesendtutor@gmail.com                     |
| <b>Telephone</b>       | 07359 215090                                  |
| <b>Website</b>         | www.uniquesendtutoring.co.uk                  |

## 1. What information we collect, use and why

### Student education and welfare

We may collect or use the following information for student education and welfare:

- names and contact details for students or children;
- names and contact details for parents, guardians and carers;
- date of birth;
- next of kin and emergency contact information;
- dietary requirements, where relevant to safe participation in activities;
- Special Educational Needs and Disabilities (SEND) or additional support information, including reasonable adjustments;
- welfare information, including relevant family or home circumstances where necessary for safe and effective tuition;
- photographs, where appropriate and with the required permission or other lawful basis;
- attendance and reasons for absence; and
- progress reports and other relevant learning information.

We may also process health information. Health information is special category personal data and receives additional protection under data protection law.

## Queries, complaints or claims

We may collect or use relevant personal information when dealing with queries, complaints or claims, including:

- names and contact details;
- addresses, where relevant;
- witness statements and contact details;
- financial transaction information;
- health and safety information, including incident or accident information;
- correspondence;
- SEND or additional support information, where relevant; and
- attendance and reasons for absence.

Where relevant, this may include health information, which is special category personal data.

## Complying with legal requirements

We may collect or use:

- health and safety information;
- safeguarding information; and
- other personal information required to comply with legal obligations.

This may include health information where it is necessary and lawful to process it.

## Managing tuition arrangements, payments and business administration

We may collect or use:

- names and contact details for students or children;
- names and contact details for parents or carers;
- attendance and reasons for absence; and
- fees, invoicing information and tuition arrangements.

## 2. Lawful bases and data protection rights

Under UK data protection law, we must have a lawful basis for collecting and using personal information. The lawful basis may affect which data protection rights apply.

### Your rights

- Right of access - you can ask for copies of your personal information and certain information about how it is used.
- Right to rectification - you can ask us to correct personal information you believe is inaccurate or incomplete.
- Right to erasure - in some circumstances, you can ask us to delete your personal information.
- Right to restriction of processing - in some circumstances, you can ask us to limit how we use your personal information.
- Right to object - in some circumstances, you can object to the processing of your personal information.

- Right to data portability - where applicable, you can ask for information you provided to be transferred to you or another organisation.
- Right to withdraw consent - where consent is relied upon, you can withdraw it at any time.

If you make a data protection rights request, we will respond without undue delay and normally within one month, subject to any lawful exemptions or extensions. Please use the contact details in this notice.

### Our lawful bases

For student education and welfare, we rely on contract, legitimate interests and, where necessary in an urgent situation, vital interests.

Our legitimate interest is to provide safe, effective and appropriately personalised tuition and educational support. Relevant personal information helps us understand each learner's individual needs, plan and adapt tuition, monitor progress, support wellbeing and make appropriate reasonable adjustments. We limit collection and use to information that is relevant and necessary and take appropriate steps to protect privacy and confidentiality.

For dealing with queries, complaints or claims, we rely on legal obligation and legitimate interests.

Our legitimate interest is to respond appropriately and fairly to queries, complaints or claims relating to tuition services. Relevant information may be needed to understand the circumstances, investigate concerns, respond to those involved, maintain appropriate records and establish, exercise or defend legal claims where necessary. Information is limited to what is relevant and necessary.

For complying with legal requirements, we rely on legal obligation.

For managing tuition arrangements, payments and business administration, we rely on contract and legal obligation.

Where special category information is processed, an additional condition under UK data protection law must also apply.

## 3. Where we get personal information from

We may obtain personal information:

- directly from the individual;
- from parents or carers;
- from local authorities or local councils;
- from health care providers; and
- from schools, education providers, tuition agencies or commissioning organisations, and other professionals involved in the child or young person's education, support or care.

## 4. How long we keep information

We keep personal information only for as long as it is needed for the purpose for which it was collected, to meet safeguarding and professional responsibilities, and to comply with legal, tax, insurance or contractual requirements.

Retention periods vary according to the type of record and the reason it is held. Records are reviewed periodically and securely deleted or destroyed when they are no longer required. Where information is connected with a safeguarding concern, complaint, accident, insurance matter or legal claim, it may be retained for longer where this is necessary and lawful.

Unique SEND Tuition maintains, or is developing, a separate data retention schedule setting out the retention approach for the main categories of business and learner records.

## 5. Who we share personal information with

We share personal information only where it is necessary, proportionate and lawful. Depending on the circumstances, this may include:

- parents and carers;
- local authorities;
- Pupil Referral Units (PRUs) or Education Otherwise at School (EOTAS) provisions;
- specialist teachers and other relevant professionals, including speech and language therapists;
- insurance companies, brokers or other intermediaries where necessary;
- health care providers;
- organisations with which information needs to be shared for safeguarding reasons;
- emergency services;
- legal bodies or authorities; and
- organisations with which we are legally obliged to share personal information.

### Data processors

Some organisations process personal information on our behalf as part of the services they provide to us.

Wix.com Ltd - website hosting and online website services. Wix provides website hosting and related online services for Unique SEND Tuition, including processing personal information submitted through the website contact form and providing the technical infrastructure used to operate the website.

Google LLC - email and cloud-based communication services. Google provides email services used by Unique SEND Tuition to communicate with parents, carers, education providers, commissioners and other relevant professionals. This may involve processing and storing personal information contained within emails and attachments.

## 6. Sharing information outside the UK

Where necessary, our data processors may transfer or make personal information available outside the UK. Where this occurs, appropriate safeguards must be used in accordance with UK data protection law.

Wix.com Ltd - website hosting, cloud infrastructure and website services provider. Personal information may be transferred to the United States of America. The privacy notice generator recorded the transfer mechanism as the UK Addendum to the EU Standard Contractual Clauses (SCCs).

Google LLC - email, cloud storage and online services provider. Personal information may be transferred to the United States of America. The privacy notice generator recorded the transfer mechanism as the UK data bridge (Adequacy Regulations).

For further information about an applicable international transfer safeguard, please contact us using the details above.

## 7. How we protect personal information

We take proportionate technical and organisational measures to protect personal information against unauthorised access, loss, alteration or disclosure. Access to records is limited to what is necessary for the delivery and administration of tuition. Security arrangements are reviewed as working practices and systems develop.

## 8. How to complain

If you have concerns about our use of your personal information or wish to make a data protection complaint, please contact Mandy Beadnell in the first instance:

|                  |                           |
|------------------|---------------------------|
| <b>Email</b>     | uniquesendtutor@gmail.com |
| <b>Telephone</b> | 07359 215090              |

If you remain unhappy with how your personal information has been used after raising the matter with us, you can also complain to the Information Commissioner's Office (ICO).

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

ICO helpline: 0303 123 1113

ICO website: [www.ico.org.uk/make-a-complaint](http://www.ico.org.uk/make-a-complaint)

## Document control

|                       |                                                                                 |
|-----------------------|---------------------------------------------------------------------------------|
| <b>Version</b>        | 1.0                                                                             |
| <b>Effective date</b> | September 2026                                                                  |
| <b>Review date</b>    | September 2027, or sooner if processing activities or legal requirements change |



**Note:** This privacy notice has been prepared from the ICO education and childcare privacy notice generator and adapted for Unique SEND Tuition. It should be reviewed whenever the way personal information is collected, used, stored or shared changes.