

# Our Privacy Policy

## Privacy

Our online privacy policy outlines what you can expect from Super Tutoring when you engage with us online. The internet is an important tool in keeping in touch and we want you to know exactly what you can expect from us.

We endeavour to manage your information fairly, legally and only in a manner you would expect.

## Your Personal Information

When you get in touch with Super Tutoring online, via our website (by completing a form), social media or by sending us an email, you provide us with some of your personal information, for example, your name and contact details. By doing this, we consider that you give us permission to collect, store and use your personal information. We will only use your information in a manner you could reasonably expect when you first made contact with us, unless you indicate otherwise at a later point.

For example, if you get in touch by registering your interest through social media, we'll store your personal contact details and anything else you explicitly tell us. This allows us to supply you with the information or services that you have requested.

We use a secure system to store any personal information you provide to Super Tutoring, as well as to help manage our relationship with you. This system is only accessible to specific people working within Super Tutoring and is constantly monitored and updated to keep your information secure.

Needless to say, if you get in touch in other ways, your personal information will be treated with the same care and consideration.

You can find out what information Super Tutoring have about you by emailing [claud@supertutoring.co.uk](mailto:claud@supertutoring.co.uk) with 'personal information request' in the subject line.

We may take measures to double check that you are who you say you are, because we will not provide your personal information to anyone else besides you.

## Third Parties

Super Tutoring will not share, sell or distribute your information to any third parties without your explicit consent, unless required to do so by law. If we enter into a joint venture with, or are sold to, or merge with another business, any personal information we hold may be disclosed to our new business partners or owners. However, in these circumstances, we will get in touch with you via email to inform you of any changes of this nature and to allow you to update/remove the information we hold about you.

## Email and SMS Marketing

We use your details to provide you with the information or services that you have requested. We may also, if appropriate, get in touch with you about related things we think you may be interested in. You can opt out of receiving emails at any time by replying with the word 'UNSUBSCRIBE' in the subject line.

### **How long do we keep your data?**

We will not retain your data for longer than necessary for the purposes set out in this Policy. The longest we will normally hold any personal data is 5 years.

## Your Rights

- You have the right to ask what personal data that we hold about you at any time, subject to a fee specified by law (currently £10);
- You have the right to ask us to update and correct any out-of-date or incorrect personal data that we hold about you free of charge;
- You have the right to opt out of any marketing communications that we may send you. If you wish to exercise any of the above rights, please contact us: [claud@supertutoring.co.uk](mailto:claud@supertutoring.co.uk)

## Cookies

### What is a cookie?

Cookies are text files containing small amounts of information which are downloaded to your personal computer, mobile or other device when you visit a website. Cookies are then sent back to the originating website on each subsequent visit, or to another website that recognises that cookie. Cookies are useful because they allow a website to recognise a user's device.

### How long are cookies stored for?

Persistent cookies - these cookies remain on a user's device for the period of time specified in the cookie. They are activated each time that the user visits the website that created that particular cookie.

Session cookies - these cookies allow website operators to link the actions of a user during a browser session. A browser session starts when a user opens the browser window and finishes when they close the browser window. Session cookies are created temporarily. Once you close the browser, all session cookies are deleted.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improve the user experience.

You can find more information about cookies at [www.allaboutcookies.org](http://www.allaboutcookies.org) and [www.youronlinechoices.eu](http://www.youronlinechoices.eu).

## Cookies used on the Website

A list of all the cookies used on the Website by category is set out below.

### Strictly Necessary Cookies

These cookies enable services you have specifically asked for. These cookies are essential in order to enable you to move around the Website and use its features, such as accessing secure areas of the Website.

### Performance Cookies

These cookies collect anonymous information on the pages visited. By using the Website, you agree that we can place these types of cookies on your device.

These cookies collect information about how visitors use the Website, for instance which pages visitors go to most often, and if they get error messages from web pages. These cookies don't collect information that identifies a visitor.

All information these cookies collect is aggregated and therefore anonymous. It is only used to improve how the Website works.

### Functionality Cookies

These cookies remember choices you make to improve your experience. By using the Website, you agree that we can place these types of cookies on your device.

These cookies allow the Website to remember choices you make (such as your user name, language or the region you are in) and provide enhanced, more personal features. These cookies can also be used to remember changes you have made to text size, fonts and other parts of web pages that you can customise. They may

also be used to provide services you have asked for such as watching a video or commenting on a blog. The information these cookies collect may be anonymised and they cannot track your browsing activity on other websites.

#### **Your acceptance of these terms**

By using this website, you signify your acceptance of this policy. Please check this page as we may update this policy from time to time. Your continued use of the website following any updates to this policy will be deemed your acceptance of those updates.

If you do not agree to this policy, please discontinue using our website.

## **Contacts**

If you have any questions or comments about our online privacy policy, please contact:

Super Tutoring, 34 Thomas Court, Beattock Close, Manchester, M15 4JA

T: **0161 831 7267** M: **07951 725687** E: **claud@supertutoring.co.uk**