

Privacy Policy

The Tutoring Club

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1.0 Opening Statement

The Tutoring Club ("we," "our," or "The Tutoring Club") is dedicated to safeguarding the privacy of all visitors to our website, tutoringclub-website.com, and all visitors accessing our website or services through any mobile application (collectively, "Website").

Please review the subsequent privacy policy, which outlines how we utilize and safeguard your information. In this context, "you" or "your" pertains to any user, regardless of whether you are a tutor or a student. The Tutoring Club serves as the data controller for GDPR (General Data Protection Regulations EU 2016/679) and related UK legislation.

We maintain the right to make modifications to this notice without prior notice by posting any alterations on our website.

While using The Tutoring Club platform and payment services, we automatically collect personal information regarding the services you utilize and your usage patterns. This information is essential for the effective execution of the agreement between you and us, ensuring our adherence to legal requirements, and aligning with our legitimate interest in delivering and enhancing the functionalities of The Tutoring Club platform and payment services.

2.1. What information is collected?

A. The personal information that you give is necessary for the use of The Tutoring Club site and services.

The Tutoring Club (TTC) processes personal data as an essential aspect of entering into and executing our contract with you, which is regulated by our Terms and Conditions. While utilizing the Site and the Services, we need you to provide specific Personal Information, which is imperative for delivering our Service. Failure to provide this information may hinder our ability to fulfil our contract with you. This information encompasses:

- **Account details:** This data is needed for establishing an account on the Site. Depending on whether you register as a parent, student, school pupil, or tutor, this information may encompass your name, email, telephone number, postal address, and date of birth.
- **Tutor application particulars:** To process your application for becoming a tutor, we collect details regarding your educational background, qualifications, tutoring subjects, profile picture, video resume, resume, pricing, availability, and gender.
- **Communication history:** To facilitate communication with other users of the website and with the TTC team, we retain records of your communication history, including user messages, requests you have made, and interactions with the TTC team.
- **Booking history:** This information is vital for scheduling tutorials. It includes details about booking requests, booking status, subjects, levels, results of setup tests in the lesson space, and records of your bookings (comprising tutor interviews, free meetings, lessons, and written sessions).
- **Identity verification data:** If you apply as a tutor, we will request verification of your university enrollment, a valid ID card, and a clean DBS check (if applicable). We also require information to verify your eligibility to work in the UK.

B. Information we automatically collect from your use of the TTC Site and Services

We collect certain information from all users of The Tutoring Club (TTC) website, regardless of whether you are registered with us as a customer or tutor. This collection is done to fulfil our contract with users and to support our legitimate interests in providing TTC website and services.

- **Automatically tracked information** encompasses data such as cookie information, your IP address, details of the device you use to access the site, the pages you visit and your interactions on those pages, the timing and dates of actions you perform on our website, your interactions with our email, text, and in-app messages, the source of your visit, and the previous webpage you visited before arriving at our site. It also includes your page response times.
- **Regarding tutor capacity**, if you have a profile as a tutor on the site, we collect information about your on-site behavior, capacity, and interactions with other users. This information helps us present you with the most relevant tutoring requests and assists customers in finding the most suitable tutors.

C. Information gathered from third parties including.

- **Reviews from other TTC users:** Users on TTC can rate tutors after lessons, and this information is shared with you if you are a tutor. These ratings may be displayed on your public profile.
- **Identity verification information:** If you request TTC to facilitate a DBS check for you, our DBS partner will share the outcome of your DBS check with us.
- **Other sources:** We reserve the right, where permitted by law, to collect and utilize information from third-party providers.

D. Financial information

We may require you to provide us with Financial Information to authorize or process payment and bill you or pay you for the Services. These details include, for The Tutoring Club: your nominated bank account, your invoices, and your payment history, and for customers, your payment history and payment card details.

When you book Tutoring Services via the Site (if you are a client) or when you receive payment for delivering Tutoring Services via the Site (if you are a Tutor), we will pass your Financial or Personal Information to those third parties necessary to process your transactions with us, such as credit card companies and banks.

The legal basis under GDPR by which we are permitted to process this information in this way is that it is necessary for the performance of a contract to which you are a party, or to take steps prior to entering a contract with you or where we need to comply with a legal obligation.

This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction. Except as provided above, we will not share Financial Information with third parties without your prior consent.

2.2 How is the information used?

The Site asks you to provide various types of Personal Information to enhance the quality of the Services we can provide to you, and the more accurate the information you provide, the better we are able to respond to your requirements.

Any Personal Information that is held with The Tutoring Club shall be retained in accordance with the GDPR. The Tutoring Club is the data controller in respect of all the Personal Information which The Tutoring Club collects and receives about you when you use The Tutoring Club Services.

A. Data processing to provide and enhance The Tutoring Club site and services.

We use your information primarily to fulfil our contractual obligation to provide you with the services you request and related services. This includes the provision of The Tutoring Club's Site, website administration, and security. We perform the following processes to fulfil our contractual commitment:

- Facilitating your access to the Site and account creation
- Assisting tutors in creating and promoting their profiles on the Site
- Facilitating connections between customers and tutors, personalizing your experience to display the most relevant matches.
- Supporting communication between users and sending you updates regarding your account from The Tutoring Club
- Enabling bookings between customers and tutors
- Providing recorded content
- Managing payments
- Offering customer and tutor support
- Sharing photos and videos to establish trust and encourage meaningful connections among users.

We also utilize your information to support our legitimate interests in enhancing the Site and its services. These processes encompass:

- Technical administration of the Site
- Ensuring the quality of service
- Gaining a better understanding of the Site's performance for Users to inform product development.
- Drawing conclusions from demographic information
- Preventing fraud, spam, and inappropriate behavior
- Fulfilling our safeguarding and legal obligations

You acknowledge that The Tutoring Club may use your Personal Information to contact you by phone, or electronic mail, when necessary, in connection with the services you request on the Site.

B. Data processing to provide, personalize and enhance our marketing activities.

We also use your information to support our legitimate interests in marketing The Tutoring Club's Site and services. These processes include:

- Marketing activities to promote our services to registered users. These communications may be personalized based on your interactions with the Site and can be delivered via email, social media advertising, and other digital marketing channels.
- Informing you about upcoming promotions, Referral Discount Codes, services, or customer surveys
- Conducting impact reporting to assess the effectiveness of our services.
- Conducting research to better understand our customers' interests.
- Analyzing your interactions to improve the efficiency of our marketing activities.

C: Direct marketing

Periodically, The Tutoring Club may contact you via telephone (with random chance of recordings for quality assurance purposes), or electronic mail with information or offers related to the Site and its services.

Upon registering on the Site, you accept that your contact information may be used by The Tutoring Club for direct marketing purposes directly tied to the Site and its services.

Upon registration, you will immediately receive a welcome email, which you cannot opt out of receiving. However, following receipt of this initial email, you will have the opportunity to unsubscribe, i.e., opt out, in every marketing email we send you thereafter.

Depending on your choice not to opt out of receiving marketing communications from The Tutoring Club, we may contact you via mail, telephone (with recordings for quality assurance purposes), or electronic mail with information or offers related to products (and services) such as discounts, exclusive offers, or information.

Opting Out:

- If you wish not to be contacted by The Tutoring Club regarding future marketing communications, particularly our own promotional communications, please contact The Tutoring Club by sending an email to support@thetutoring.club with "UNSUBSCRIBE REQUEST" or a similar statement in the subject line.

D. Third-party Direct Marketing

If you have provided consent when submitting your information on the Site for your Personal Information to be shared with specific categories of third parties (other than The Tutoring Club) or for The Tutoring Club to send you marketing communications related to products and services from third parties, then we/they may contact you via mail, telephone (with recordings for quality assurance purposes), or email with information or offers regarding their products and services.

Opting Out:

- Should you decide to withdraw your consent to receive communications from or about third-party goods and services, please follow the unsubscribe link in the email or email support@thetutoring.club with the subject line "THIRD PARTY UNSUBSCRIBE REQUEST" or a similar message. Please note that it may take some time for our systems to fully process your opt-out request, so if you continue to receive emails in the forty-eight (48) hours after making changes, please accept our apologies and disregard them.

E. Legal grounds under GDPR for processing your personal data.

The legal bases for processing your personal data, as described above, are as follows:

- It is necessary for the performance of a contract to which you are a party or for taking steps before entering into a contract with you, enabling us to provide you with our products and services. We have indicated the necessary information for us to process without which we cannot provide our services.
- It is necessary for our legitimate interests, such as fraud prevention, child protection, quality maintenance, error detection, and cybersecurity, except when our interests are overridden by the interests, rights, or freedoms of affected individuals, such as yourself. To make this determination, we will consider various factors, including what you were informed of at the time of providing your data, your expectations about data processing, the nature of the data, and the impact of processing on you. To safeguard children from harassment and abuse, we video record and store tutoring sessions.
- You have given us explicit opt-in consent to process your personal data for one or more specific objectives. This approval pertains specifically to instances where you have authorized us to receive electronic Direct Marketing from both ourselves and/or third parties, as elucidated in this disclosure.
- This processing of your personal data is necessitated under certain circumstances:
 - To adhere to legal obligations.
 - In rare situations when we need to safeguard your interests or the interests of others.
 - When it is essential for public interest or official purposes.

3.0 Who else can access this information?

A. Other users on The Tutoring Club site

- Your Personal Information may be accessible to Tutors (in case you are a client) or to a client or Tutor (in case you are a Tutor) exclusively to facilitate Tutors in providing their Tutoring Services directly to you. Additionally, it allows them to share information about their Tutoring Services and grants access to the Tutoring Services themselves.
- In the event of a client requesting Tutoring Services with a Tutor through the Site, your Personal Information will be shared with the Tutor to facilitate the delivery of Tutoring Services or follow up on any inquiries. Such details may include your first name, the initial of your surname, the content of your message, and the subject and level you requested.

- If you are a Tutor and provide Personal Information on the Site by creating a profile, the information in your profile may be visible to any User visiting the Site. Shared personal information may include your first name, the initial of your surname, university details, the resume created for TTC, your profile picture and video, your grades, your tutoring subjects and price band, your tutoring record, and reviews. The release of this Personal Data is essential for utilizing the Site and its Services.
- As a user sending a message to another user on the Site, you acknowledge that TTC may monitor the content of your message to fulfill safeguarding obligations and protect legitimate interests.

B. Third-party companies and service providers

Various third-party companies are utilized to provide services, and in some instances, Personal Information may be shared with these entities. When sharing Personal Information with third parties, efforts are made to minimize the extent of shared information. Categories of third-party providers include:

- Analytics providers
- Sponsors of tutorials
- Payment providers
- Communications platforms for email, text, and in-app communications
- Marketing platforms
- Business operations tools
- Identity verification tools
- Surveys and research providers
- Accounting and finance platforms
- Customer support platforms

C. Disclosure of your personal information and financial information

Be aware that TTC may release your Personal Information or Financial Information when deemed necessary to comply with laws or regulations, assist law enforcement, enforce transaction terms with TTC, or protect the rights, property, or safety of TTC, Site Users, or others. Your data may also be shared with the Department for Education and other governing bodies or contractual parties for audit purposes upon request.

D. Transfer of your personal information and financial information outside of the EEA

Personal data may be transferred to entities outside the EEA, including the United States, where data protection laws may not be as stringent as those in the EEA. When transferring information outside the EEA, an assessment of the level of protection is conducted, and measures such as:

- Transferring it to a non-EEA country with privacy laws equivalent to those in the EEA.
- Having an agreement in place with the recipient ensuring the same data protection standards as in the EEA.
- Ensuring transfers are not repetitive and are limited to the minimum information necessary.
- Seeking your consent in certain circumstances unless there is an overriding legal need for the transfer.

E. Other sites/third-party vendors and their privacy policies and cookie policies

This Site may include links to other websites. TTC is not accountable for the privacy practices or content of such websites, nor is it responsible for the privacy policies, cookie policies, and practices of other third parties. Users are advised to independently read and understand the privacy policies of these websites and third-party vendors.

4.0. How we safeguard your information

Ensuring the privacy and security of your Personal Information is a top priority at The Tutoring Club. It is important to note that emails transmitted over the internet are not encrypted, and therefore, not inherently secure. Despite our dedicated efforts to safeguard your Personal Information, we cannot guarantee the security of any information

transmitted to or from our online services. The Tutoring Club cannot be held responsible for any breaches of confidentiality resulting from the use of email.

Should you have sensitive or confidential information that you prefer not to communicate via email, we recommend reaching out to The Tutoring Club through telephone. It is essential to understand that transmitting such information is done at your own risk. However, upon receiving your transmission, we will make our utmost efforts to secure it within our systems.

To further fortify the security of information under our control, The Tutoring Club has implemented security measures on the site to prevent loss, misuse, and alteration. We utilize 128-bit industry-standard Secure Server Software (SSL) for all your transactions with us. This technology encrypts your Personal Information, including credit card numbers, names, and addresses, ensuring that it remains unreadable as it travels over the internet.

5.0. Cookies

Our website utilizes cookies. Upon your initial visit to our website, we kindly request your consent to our use of cookies in accordance with the terms outlined in this Cookie Policy.

By using our website and accepting this Cookie Policy, you acknowledge and agree to our use of cookies as per the terms detailed in this policy. Throughout this Cookie Policy, the terms “You” and “Your” pertain to the user, namely the individual (or company) accessing *. thetutoring.club (the “Site”). When utilizing the Site, you acknowledge that this Cookie Policy is applicable to your use, in addition to any other terms and conditions that may be applicable, including those found in our Privacy Policy, the Terms of Service, and the Tutor Policy and/or the Client Policy (where applicable). These terms are hereby incorporated by reference. TTC retains the right to modify this Cookie Policy at any time without prior notice, with immediate effect upon posting on the Site. We encourage you to periodically review this page on the Site. Please read it attentively and ensure you comprehend its implications before continuing to use the Site. Your ongoing use of the Site signifies your agreement to any such changes or updates.

5.1. What constitutes a cookie?

A cookie is a small text file that certain websites store through the browser on your computer's hard drive when you visit them. These cookies are extensively used to make websites function or perform more efficiently while also providing information to the owners of the site. Some cookies expire at the conclusion of your session on the site, while others persist on your computer for a slightly longer duration. Upon revisiting websites or visiting those that use identical cookies, your browsing device and these cookies are recognized. Cookies play various useful roles, such as facilitating efficient navigation between pages, remembering your preferences, and enhancing your overall browsing experience. They can also customize online content to align more closely with your interests. At The Tutoring Club, we utilize cookies on our site to enhance your browsing experience. By utilizing this site, you acknowledge and accept our use of cookies.

5.2. First-party cookies

First-party cookies are cookies established by the specific website you visit, i.e., the website displayed in the URL window.

5.3. Third-party cookies

Certain third-party cookies are established by services visible on our pages. They are initiated by the operators of these services and are beyond our control. These cookies pertain to users' ability to share content on this site, as denoted by the icons present. If you choose to share The Tutoring Club's content using social media sharing tools on our site, you may encounter cookies from third-party sites such as Facebook, Twitter, or Google+. The Tutoring Club does not govern how these sites employ cookies; hence, you should refer to the respective sites' privacy and cookie policies to comprehend their cookie usage.

5.4. Categories of Cookies

The cookies used on this site can be categorized into one of four groups based on the International Chamber of Commerce guide to cookie categories [[Click here to learn more](#)].

A. Essential cookies

These cookies are indispensable as they enable you to navigate a website and utilize its features, such as accessing secure areas. The services you have requested, like access to secure areas, cannot be provided without these cookies. They do not collect information for marketing purposes or track your internet browsing. These cookies cannot be restricted or blocked.

B. Performance cookies

These cookies collect information about how you use a website, such as which pages you visit most frequently and whether you encounter any errors on pages. They do not gather information that identifies you personally. All information collected by these cookies is anonymous and is solely used to enhance website functionality. They are not utilized for targeting you with online advertisements. Without these cookies, we are unable to assess the performance of our site and implement relevant improvements to enhance your browsing experience. These cookies can be restricted or blocked.

C. Functionality and profile cookies

These cookies enable a website to recall choices you make, such as your username, language, or region, and customize the website to deliver enhanced features and content for you. They ensure that your on-site experience and marketing are tailored to your preferences. Additionally, they can remember modifications you have made to text size, font, and other customizable page elements. The information collected by these cookies may be anonymous and cannot track your browsing activity on other websites. Without these cookies, a website cannot retain your previous choices or personalize your browsing experience. These cookies can be restricted or blocked.

D. Targeting cookies

These cookies capture details about your browsing habits, remembering your visits to a website and sharing this data with other organizations such as advertisers. The objective is to provide you with more pertinent ads aligned with your interests. While these cookies may track your visits to other websites, they generally do not identify you personally. Absent these cookies, the online ads you encounter may be less relevant to your interests. These cookies can be restricted or blocked.

5.5. The Tutoring Club's use of cookies

Cookies on The Tutoring Club's site serve the following purposes:

A. Facilitating your registration and information submission.

To facilitate your registration and information submission via the relevant online form to request services, with the option to remember these details for future use.

B. Enhancing the site's usability.

These cookies gather information on your website usage, such as frequently visited pages and potential error messages. This information, while anonymous, is vital for refining website functionality. These cookies are not utilized for targeted online advertising. Disabling these cookies may restrict or block certain functions.

C. Analyzing site usage through analytics software.

We employ Google Analytics and Google Tag Manager, services offered by Google, Inc., to assess user interactions, inform site enhancements, and propose new features. Information generated by these cookies (including IP address) is sent to and stored by Google in the United States. Google uses this information to evaluate site usage, compile reports on activity and behavior, and provide related services. Google may share this data with third parties as required by law or when third parties process data on Google's behalf. Google assures that your IP address will not be associated with other data. To opt out of Google Analytics tracking, use Google's tool: <https://tools.google.com/dlpage/gaoptout>.

D. Google AdSense interest-based advertising may be displayed on The Tutoring Club site.

Google personalizes these ads to align with your preferences. To identify your interests, Google will monitor your activities on our site and other websites using the DART cookie. You can review, delete, or add interest categories linked to your browser through Google's Ads Preference Manager, accessible at:

<https://adssettings.google.com/authenticated>. To opt out of the AdSense partner network cookie, visit: <https://policies.google.com/technologies/ads>.

E. Apart from AdSense, we also utilize the following third-party cookies.

To decline ad-related cookies, visit the individual providers' list or use the Network Advertising Initiative's (NAI) multi-cookie opt-out mechanism at:

<http://optout.networkadvertising.org/?c=1>.

However, these opt-out mechanisms rely on cookies, and clearing cookies from your browser will nullify you opt-out. To ensure opt-out persistence for a specific browser, use the Google browser plug-in at:

<https://support.google.com/ads/answer/7395996>

- Bing: [[Click here to learn more](#)]
- Facebook: [[Click here to learn more](#)]
- Twitter: [[Click here to learn more](#)]
- AdWords: [[Click here to learn more](#)]
- Double Click: [[Click here to learn more](#)]

Most web browsers permit you to block and remove specific/all cookies currently installed on your device. For additional information based on your browser, refer to the following links:

Internet Explorer: [[Click here to learn more](#)]

Firefox: [[Click here to learn more](#)]

Google Chrome: [[Click here to learn more](#)]

Safari: [[Click here to learn more](#)]

Opera: [[Click here to learn more](#)]

5.6. Interested in learning more about cookies?

You can oversee these small files and acquire more information about them from The **DirectGov article: Internet Browser cookies - what they are and how to manage them.** [[Click here to learn more](#)]

5.7. Want to limit or block any cookies?

By utilizing The Tutoring Club site, you consent to us placing cookies on your device. However, if you wish to limit or block cookies on our site (or any website), you must modify the browser settings on each browser and device you use for internet access. Refer to this link for comprehensive instructions on all browsers.

Please note that certain services may not operate if your browser does not accept cookies. Further details about cookies are available at:

- Allaboutcookies.org
- Internet Advertising Bureau
- [Guide to online advertising and privacy](#)
- [International Chamber of Commerce United Kingdom cookie guide](#)

6.0. Complaints or queries

The Tutoring Club (TTC) strives to maintain the highest standards in collecting and utilizing Personal Information. We take any complaints seriously and encourage individuals to bring to our attention any concerns about the fairness, accuracy, or appropriateness of our information collection or usage. While this Statement does not cover every detail of TTC's use of Personal Information, we are readily available to provide additional information or explanations upon request. Please direct any such requests to the provided address: support@thetutoring.club.com. If you are dissatisfied with our response or believe that your personal data is being processed contrary to the law, you can file a complaint with the UK data protection regulator, the Information Commissioner's Office (ICO), details of which can be found at ico.org.uk or by calling 0303 123 1113.

7.0. Retention period of your information

We retain personal data for varying periods based on the services you use. Data may be held for the duration necessary to meet the original collection purposes. By default, we retain personal data for six years after your last activity on the site. After this period or upon your request to delete your data (whichever is earlier), we will delete your personal data unless there is a specific reason necessitating longer retention. Publicly shared records may persist on the site without identifying information linking them to you.

8.0. Access to and rectification of personal information

TTC is committed to transparency in providing access to Personal Information. Individuals can inquire about their Personal Information through a "subject access request," typically free of charge under data protection legislation. You also have the right to request updates or removal of information that is incorrect, incomplete, or has changed since initially provided. To exercise these rights, please submit a written request to the email: support@thetutoringclub.co.uk with the subject line "Subject Access Request."

9.0. Transfer of your personal information

In cases where we process your data through automated means, and you have either given us consent or we have used the information to fulfil a contract with you, you retain the right to request the transmission of your personal data to you or another organization. This involves an electronic copy of the information we hold about you, structured, commonly used, and machine-readable. For instance, this might be necessary when transitioning to a different service provider. Should you wish for us to facilitate, transfer, copy, or move your information in this manner, kindly inform us via email at support@thetutoring.club. We commit to responding to your request within one month after evaluating the technical compatibility with the other organization involved.

10.0. Removal of your personal information

You are entitled to request the deletion or removal of personal data when there is no justifiable reason for us to continue processing it. This right also extends to instances where you have objected to the processing (see below), withdrawn your consent (as explained below), if we have processed your information unlawfully, or if erasing your personal data is legally required. Be aware, however, that we may not always fulfil your erasure request due to specific legal reasons, which will be communicated to you if applicable at the time of your request.

To initiate a request for the deletion of your personal data, please send an email with the subject line "Personal data deletion" to support@thetutoring.club.

11.0. Withdrawing consent to personal information processing

At any point, you have the right to withdraw any explicit consent you may have provided for the processing of your personal data. It is important to note that withdrawing your consent will not affect the lawfulness of any processing conducted before you withdraw your consent. If you wish to withdraw your consent, you can adjust your consent preferences at any time. To withdraw your consent for us to send Third-Party Promotions, modify your preferences in your account settings and/or contact us at support@thetutoring.club.

12.0. Restricting or objecting to personal information processing

You can request the suspension of our information usage in certain scenarios or object to our data processing if it relies on a legitimate interest ground (or those of a third party), and you believe it impacts your fundamental rights and freedoms. Additionally, you can object if we process your personal data for direct marketing purposes. In some instances where you object, we may demonstrate that we possess compelling legitimate grounds to process your information, which override your rights and freedoms.

It is important to note that if you want us to restrict or stop processing your data, this may impact our ability to provide services. Depending on the extent of your request, we may be unable to continue offering our service.

For any questions or concerns regarding the use of your data, please forward them to support@thetutoring.club.

13.0. Automated decision making and profiling.

To deliver our services, we conduct profiling and automated decision-making on your data. This includes:

- Evaluating applications from potential tutors to ensure their qualifications align with our criteria and that they have the right to work in the UK.
- Reviewing user messages on the Site to safeguard the privacy of contact details.
- Compiling metrics for Tutors regarding behaviors, Site activity, and availability to determine the requests they receive.
- Monitoring login activity to ascertain whether tutors' profiles remain active on the Site.

If you wish to discuss or challenge these decisions or request human involvement in automated decisions, which is your legal right, please email support@thetutoringclub.com.

14.0. How to reach out to us and request information

For information requests regarding our Statement, you can email support@thetutoring.club

We routinely review our Statement, and the last update was on 9th November 2023.