



Privacy and Cookies Policy

July 2025

About this Policy

At Forest 1st Tutoring (FFT), your privacy is extremely important to us. We are committed to safeguarding the privacy and security of all personal information provided to us and we want to be open and transparent about what we do with your data and why.

In this document, you'll find information about the types of data we collect, and how FFT collects, uses, shares and protects your personal data to provide our services and your rights in accordance with applicable UK data protection laws and the General Data Protection Regulation (GDPR).

1. Data Controller

FFT is the Data Controller responsible for the processing of personal data collected through our tuition services and activities. Nicola Collings is the Data Protection Officer responsible for your personal data.

If you have any questions or concerns regarding the processing of your personal data, please contact us using the details provided at the end of this policy.

2. Lawful Basis for Processing

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO's website: [Information Commissioner's Office \(ICO\)](https://ico.org.uk/for-the-public/your-rights/). Forest 1st Tutoring Ltd. is registered with the ICO.

We process personal data on one or more of the following legal bases:

- **Performance of a Contract:** Processing is necessary for the performance of a contract to which you are a party or in order to take steps at your request prior to entering into a contract.
- **Legitimate Interests:** Processing is necessary for our legitimate interests or the legitimate interests of a third party, provided that such interests are not overridden by your interests or fundamental rights and freedoms.
- **Compliance with Legal Obligations:** Processing is necessary for compliance with a legal obligation to which we are subject.
- **Consent:** Processing is based on your consent, which you may withdraw at any time.

3. Information We Collect

1. We collect and process various types of information including personal data for the following purposes:
 - Tutor contact information (such as name, address, email address, and telephone number) to communicate with you regarding our services and schedule sessions.
 - Tutor information (such as qualifications, experience, and feedback) to assess suitability, allocate placements and allocate appropriate tutors to lessons.
 - Student information (such as name, age, grade level and academic performance) to tailor learning and teaching to individual student needs and to monitor progress. Information with respect to Special Educational Needs and Disabilities (SEND), Educational Health Care Plans or additional support information, welfare information (including family and home life circumstances and history), exclusion, suspension, behavioural information, and progress report.
 - Parent/carer information (such as names, email addresses, telephone numbers) to communicate regarding scheduled lesson times, feedback, and reports.
2. We collect and process various types of information for recruitment purposes:
 - Contact details (e.g. name, address, telephone number, and/or personal email address)
 - Date of birth
 - Copies of passports, birth certificates (for DBS checks) or other photo ID
 - Employment history (e.g. job application, employment references or secondary employment)
 - Education history (e.g. qualifications)
 - Right to work information
 - Details of any criminal convictions (such as DBS and overseas checks)

Please note: recruitment data will only be used for lawful recruitment activities and securely stored.

4. Use of Information

We use the information we collect for the following purposes:

- To provide tuition services and fulfil our contractual obligations towards students, parents/carers, schools, local authorities, and/or other organisations to whom we deliver tuition service.
- To communicate with students, parents/carers, teachers, tutors and clients regarding tuition sessions, scheduling, updates, and feedback.
- To monitor student progress and academic performance and provide feedback and support.
- To comply with legal and regulatory requirements including record-keeping, reporting, and safeguarding obligations.
- To improve our tuition services, develop planning and new courses, enhance the overall learning experience, and facilitate successful tutor-client introductions where applicable.

5. Sharing Information

1. We may share personal information with the following categories of recipients:
 - **Tutors:** We may share information with tutors engaged, subcontracted, or introduced by us to deliver tuition services.
 - **Parents/Carers:** We may share student information with parents/carers to provide updates, feedback, and progress reports.
 - **Clients:** We may share tutor information with clients for introductions, subject to consent and agreement between parties. We will never share client information with another client without the written consent of the Data Subject.
 - **Education Establishments:** We may share information relating to students with schools, Pupil Referral Units (PRU's) or Education Otherwise Than at School Centres (EOTAS) and their employees (e.g. teachers). We may share information either where the school or place of learning is our client and has contracted us to deliver tuition services to one or more of their students, or where a Parent/Carer for the student has given us their consent, in writing, to share information with the student's school or place of learning.
 - **Regulatory Authorities:** We may disclose information to Local Authorities or, for safeguarding reasons, to Social Services (which may include health professionals), local safeguarding boards or law enforcement agencies as required by law or to protect our legal rights.
 - **Service Providers:** We may engage third party service providers to assist us in providing tuition services such as IT service providers, payment processors and administrative support.
2. We do not sell or rent personal information to third parties for marketing purposes.
3. Where we **get** personal information from:
 - Directly from you
 - Parents or Carers
 - Local Authorities or Local Councils
 - Other education establishments
 - Health care providers
 - Previous employers

6. Data Retention

We retain personal information for as long as necessary to fulfil the purposes for which it was collected, including any legal, accounting, or reporting requirements. The specific retention period for personal data may vary depending on the nature of the data and the purpose for which it is processed.

Subject	Retention Period	Details
Students/Parents	From start to end of tuition	We gather information about students/parents upon enquiry and when tuition requests are received. Once tuition ceases, this information is deleted after 24 months.
Teachers, tutors, and staff	From induction up to six years from leaving Forest 1 st Tutoring Ltd.	Staff files are deleted after six years and after six months for unsuccessful applicants unless consent is given to retain your data longer.
Commissioning	From joining to leaving the role	Contact details are deleted when leaving the role.

7. Data Subject Protection and Rights

1. Under applicable data protection laws, you have certain rights regarding your personal data which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO's website:

- **Your right of access:** You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for.
- **Your right to rectification:** You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete.
- **Your right to erasure:** You have the right to ask us to delete your personal information.
- **Your right to restriction of processing:** You have the right to ask us to limit how we can use your personal information under certain circumstances.
- **Your right to object:** You have the right to object to the processing of your personal data under certain circumstances.
- **Your right to data portability:** You have the right to ask that we transfer the personal information you gave us to another organisation, or to you.
- **Your right to withdraw consent:** When we use consent as our lawful basis you have the right to withdraw your consent at any time. If you make such a request, we must respond to you without undue delay and in any event within one month, as required by law.

2. To exercise any of these rights, or if you have any questions or concerns about the processing of your personal data, please contact us using the details provided at the end of this policy.

3. Our lawful bases for collecting or using personal information for **student education and welfare** are:

- **Consent:** We have been given clear consent to process their personal data for a specific purpose. For example, to support SEND teaching we use the children's learning styles to provide a tailored education that suits their learning needs.
- **Contract:** We must collect or use the information so we can enter or carry out a contract with you. All your data protection rights may apply except the right to object.
- **Legal obligation:** We must collect or use your information so we can comply with the law. All your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

4. Our lawful bases for collecting or using personal information **for recruitment purposes** are:

- **Consent:** We have been given clear consent to process personal data for a specific purpose.
- **Contract:** We have to collect or use the information so we can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

- Legal obligation: We have to collect or use your information so we can comply with the law. All of your data protection rights may apply, except the right to erasure, the right to object and the right to data portability.

8. Data Security

1. We implement appropriate technical measures and adopt relevant policies and processes, as an organisation, in order to protect the security and confidentiality of personal information. These measures include access controls (e.g. secure passwords), encryption, 2-factor authentication, and regular security assessments. However, please note that no method of transmission over the internet or electronic storage is 100% secure, and we cannot guarantee absolute security.
2. Special category data and data relating to children (under the age of 18) and vulnerable adults (“Sensitive Data”) that is collected and processed in accordance with this policy shall be stored subject to additional reviews by our team to ensure that we are satisfied that the storage and processing of that data is appropriate. In particular, Sensitive Data shall be subject to the following additional safeguards:
 - a) We shall review where Sensitive Data is stored periodically and at least every three months to ensure that it is appropriately secured and protected.
 - b) We shall maintain robust processes that govern the access to and retrieval of Sensitive Data, which shall include:
 - Who can access Sensitive Data, and how much access they will need at any given point in time in order to discharge our duties to you or to any lawful authority.
 - What Sensitive Data is permitted to be used for (which shall be restricted only to that use which is reasonably necessary for us to discharge our contractual and/or statutory duties).
 - What processing takes place when Sensitive Data is retrieved, including guidelines about what copies might be made, what they will be used for and where they will be stored.
3. In the event that there was to be any data breach of any kind (either suspected or known), we will undertake to:
 - a) Immediately take action to assess and mitigate the extent of any such breach.
 - b) Take steps to promptly assess what data has been, or may have been, compromised.
 - c) Inform Data Subjects of the data breach, using clear and jargon-free language.
 - d) Take any measures that may be necessary in order to prevent compromised data being used by an unauthorised third party (e.g. recommending to Data Subjects that they change passwords that may have been compromised).
 - e) Where appropriate, we will keep Data Subjects informed of any change to the level of risk we assess exists as a result of any such breach.

9. How to Complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the end of this privacy notice.

If you remain unhappy with how we have used your data after raising a complaint with us, you can also complain to the ICO at the address below:

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

Helpline number: 0303 123 1113

10. Cookie Policy

This is the Cookies Policy (the “Policy”) for Forest 1st Tutoring Limited, accessible from www.forest-1st-tutoring.co.uk. To make this website function properly, we sometimes place small data files called cookies on your device. These cookies are downloaded to your computer to improve your browsing experience as well as other purposes that are outlined in this Policy.

Accordingly, this Policy is a legally binding agreement between you (“user,” “visitor,” “you,” or “your”) and this Website administrator or operator (“administrator,” “operator,” “we,” “us,” or “our”). This cookies policy page describes what cookies are, what information they gather, why, and how they are being used by www.forest-1st-tutoring.co.uk and any of its related products and services (the “Services”). We will also share how to control and disable these cookies and withdraw consent to collect cookies. However, please know that these actions may downgrade some aspects of this site’s functionality.

For further information on how we use, collect and manage your personal data and information, please see our Privacy Policy.

What Are Cookies

Cookies are small pieces of data stored in text files saved on your mobile device or computer when you visit a website. Cookies allow the website’s server to record and store your actions and preferences, such as login information, user history, language settings, font settings, colour settings, and other display preferences, over a particular period.

Cookies ensure visitors do not have to continuously re-enter their details or information whenever they revisit the site or surf between pages.

Cookies are used to remember your preferences for single visits through sessional cookies or multiple repeat visits through permanent cookies.

How We Use Cookies

Cookies are essential for our website to function optimally and enhance website performance for a better user experience. The website administrator(s) controls all cookies used on the site and grants third parties’ access for statistics and analytics purposes. Cookies are needed to identify visitors and remember their site actions and online behaviours.

We use cookies for various reasons, which are explained in detail below. Please know that cookie-related information is not used to identify you personally.

How to Control Cookies

You can control and/or delete cookies on your mobile device or computer and adjust your browser settings to prevent cookies. Users can withdraw consent to collect cookies on the website. You can also determine whether you want to agree to the site’s use of cookies. However, doing this may cause you to repeat your preferences every time you visit the site manually, and some of the site’s services and functionality may not work optimally.

Disabling Cookies

You can disable cookies by adjusting the option on your browser settings (see your browser “Help” for more details). However, please be aware that the act of disabling cookies will affect your visit’s functionality and the use of this website and many others. Unfortunately, disabling cookies will usually result in also disabling certain functionality and features of this site. In most cases, there are no website standard options for disabling cookies without completely disabling the functionality and features they add to the site. It is recommended that you enable cookies for optimal site functionality and service.

The Cookies We Use

Necessary (Always Active)

Necessary cookies are required to enable the basic features of this site, such as providing secure log-in or adjusting your consent preferences. These cookies do not store any personally identifiable data.

Functional

Functional cookies help perform certain functionalities like sharing the content of the website on social media platforms, collecting feedback, and other third-party features.

Analytics

Analytical cookies are used to understand how visitors interact with the website. These cookies help provide information on metrics such as the number of visitors or traffic source.

Performance

Performance cookies are used to understand and analyse the key performance indexes of the website which helps in delivering a better user experience for the visitors.

Amendments and Modifications

www.forest-1st-tutoring.co.uk reserves the right to modify this Policy and its terms as they relate to this website and services at any time, effective and in full force upon posting the updated version on the website.

Please check this page regularly for updates. The continued use of the website and its services after that shall constitute your consent to such amendments and modifications.

Policy Acceptance

You hereby acknowledge that you have read this Cookies Policy and agree to all its provisions, terms, and conditions. By continuing to access and use this website and its services, you also agree to be legally bound by this Cookies Policy. If you do not agree with the terms and conditions of this Policy, you are not permitted to access or use this website and its services.

More Information

We trust that you have gained clarity concerning our use of cookies. For further information about our cookies policy, please email us at admin@forest-1st-tutoring.co.uk

Contact Details

Telephone: 07791 799 962

Email: admin@forest-1st-tutoring.co.uk

Signed: Nicola Collings

Name: _____

Date: July 28th, 2025

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