

Tom Bidwell Tutoring - Privacy Policy

This privacy notice tells you what to expect to happen with your personal information.

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Contact details

Telephone

07587007740

Email

contact@thbidwell.com

What information I collect, use, and why

I may collect or use the following information to **provide and improve products and services for clients**:

- Names and contact details
- Addresses
- Occupation
- Third party information (such as family members or other relevant parties)
- Payment details (including card or bank information for transfers and direct debits)
- Transaction data (including details about payments to and from you and details of products and services you have purchased)
- Usage data (including information about how you interact with and use my website, products and services)
- Information relating to compliments or complaints

Lawful bases and data protection rights

Under UK data protection law, I 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.

Which lawful basis I rely on may affect your data protection rights 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 me for copies of your personal information. You can request other information such as details about where I get personal information from and who I share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask me to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask me to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask me to limit how I can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that I transfer the personal information you gave me to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When I use consent as my lawful basis, you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, I must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact me using the contact details at the top of this privacy notice.

My lawful bases for the collection and use of your data

My lawful bases for collecting or using personal information to **provide and improve products and services for clients** are:

- **Consent** - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Contract** – I have to collect or use the information so I can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

- Legitimate interests – I’m collecting or using your information because it benefits you, my services, or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. For more information on my use of legitimate interests as a lawful basis you can contact me using the contact details set out above.

Where I get personal information from

- Directly from you

How long I keep information

Any data will be retained for 6 months, starting from the time that you stop using my services.

How to complain

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

If you remain unhappy with how I’ve used your data after raising a complaint with me, you can also complain to the ICO.

The ICO’s address:

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

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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