



Explore
Apollo Tuition

Privacy policy

Privacy policy

Introduction: Welcome to Explore Apollo Tuition's Privacy Policy. We respect your privacy and are committed to protecting your personal data.

This policy outlines how we handle your personal information when you visit our website, book a session, or join our tuition services. It also explains your privacy rights and how the law protects you.

Policy Aims: Explore Apollo Tuition is committed to being transparent about how your personal data is collected, used, and stored. This policy sets out how we meet our data protection obligations and uphold your individual rights in accordance with the UK General Data Protection Regulation (UK GDPR).

Contact Details: If you have any questions about this privacy policy or how we handle your data, please contact our Data Privacy Manager:

- Email: Finnen@exploreapollotuition.co.uk

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK's supervisory authority for data protection matters: www.ico.org.uk.

However, we would appreciate the opportunity to address your concerns before you contact the ICO, so please get in touch with us first.

Data We Collect and Process:

When You Express Interest and Book a Free meet and greet Session

We may collect and process the following personal data:

- Your name
- Email address (used to send confirmation or provide further information about your tuition)
- Mobile number (used to send confirmation SMS or contact you as needed)
- Your child's name, age, school, and reason for interest in tuition



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Data We Collect and Process:

When You Start Tuition with Explore Apollo Tuition:

Once enrolled, we collect and process the following information:

- Parent/guardian's name, address, email, and contact phone number
- Name, address, email, and contact details of the person paying for the sessions (if different from the parent/guardian)
- Names and contact numbers of emergency contacts
- Child's name, age, date of birth, and school
- Information about any Special Educational Needs (SEN) relevant to your child's tuition

Who is responsible for your data?: Our data protection officer is Finnen Au.

The data protection officer is responsible for making sure that your data is stored and processed safely. We only store or process data which you have given directly to us and which we need to provide our service.

The Data We Collect: Personal data, or personal information, refers to any information about an individual from which that person can be identified. It does not include data where identity has been removed (anonymous data).

We may collect, use, store, and transfer different types of personal data about you. We have grouped these into the following categories:

- Identity Data – includes your first name, last name, username or similar identifier, title, date of birth, and gender.
- Contact Data – includes your billing address, email address, and telephone numbers.
- Financial Data – includes your bank account details.
- Transaction Data – includes details about payments to and from you, as well as other information relating to services you have purchased from us.
- Profile Data – includes your username and password, purchase history, feedback, and responses to surveys.



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The Data We Collect: We do not collect any Special Categories of Personal Data about you.

This includes information relating to:

- Race or ethnicity
- Religious or philosophical beliefs
- Sexual orientation
- Political opinions
- Trade union membership
- Health information
- Genetic and biometric data

We also do not collect any information regarding criminal convictions or offences.

If you fail to provide personal data: Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with our services). In this case, we may have to cancel the service you have with us, but we will notify you if this is the case at the time.

What can I opt out of?: When you join Explore Apollo Tuition, you have one consent option: You have the option of allowing us to use your child's photo for the purpose of promoting Explore Apollo Tuition during and/or after your membership. If we wish to use your child's photo for these purposes, we will get permission from the parent/ Guardian in advance.

Who will your personal information be shared with? : If we are obliged to disclose personal data by law, or if the disclosure is necessary for purposes of national security, taxation and criminal investigation or to safeguard your child, we will do so. In some circumstances, you may not be notified first.

However, other than these circumstances, your personal information will not be shared with anyone outside of the Explore Apollo Tuition team.



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What happens with my data when I finish with your tuition and how is it retained?: Upon cancellation of your lessons, your data will be stored safely and securely. We will retain your personal data for a minimum of 2 years and a maximum of 3 years, following cancellation of your membership to comply with relevant safeguarding bodies regulations.

- Registers of attendance will be kept for 3 years.
- Feedback and references will be kept forever.

Consent: Explore Apollo Tuition understands 'consent' to mean: it has been explicitly and freely given, specific, informed and unambiguous indication of the data subject's wishes by which he or she by statement, or by a clear affirmative action, signifies agreement to the processing of personal data relating to him or her.

The consent of the data subject can be withdrawn at any time. You can withdraw consent at any time, as we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain services to you. We will advise you if this is the case, at the time you withdraw your consent.

Security of data: Manual records may not be left where they can be accessed by unauthorised personnel and may not be removed from business premises without explicit authorisation.

As soon as manual records are no longer required for day-to-day membership support, they should be archived. Personal data may only be deleted or disposed of in line with the Data Retention Procedure. Manual records that have reached their retention date are to be shredded and disposed of as 'confidential waste'.

Rights of access to data: Data subjects have the right to access any personal data (i.e. data about them) which is held in electronic format and manual records which form part of a relevant filing system.

To obtain a copy of the personal information we hold about you, please email Finnen@Exploreapollotuition.co.uk



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Disclosure of data: Explore Apollo Tuition must ensure that personal data is not disclosed to unauthorised third parties which includes family members, friends, government bodies. Explore Apollo Tuition will only disclose and discuss personal data with the Primary contact.

The GDPR permits certain disclosures without consent so long as the information is requested for one or more of the following purposes:

- To safeguard national security
- Prevention or detection of crime including the apprehension or prosecution of offenders
- Assessment or collection of tax duty
- To protect the vital interests of the individual
- To safeguard our members including contact with local safeguarding boards. All requests to provide data for one of these reasons must be supported by appropriate paperwork

Contact:

Email: Finnen@Exploreapollotuition.co.uk

Updates to this policy: This policy is reviewed frequently and updated on the Explore Apollo Tuition website. You may, therefore, want to visit our website regularly to view our most up to date policy.

Thank you
Explore Apollo Tuition Limited Team



Thank You

Explore Apollo Tuition is a family-run, UK-based online tutoring service offering personalised one-to-one lessons for students from Primary to A-Level. We specialise in Maths, English, and Science, with each session tailored to meet the unique needs of the learner.

Our small team of experienced, DBS-checked tutors are qualified teachers and subject specialists who are passionate about making education both effective and enjoyable. Every student receives a customised lesson plan and tailored learning booklet, supported by evidence-based techniques like active recall and memory strategies to boost understanding, retention, and exam confidence.

We encourage you to revisit this document whenever you have questions about company policies. If you need further clarification, do not hesitate to reach out to Explore Apollo Tuition.

Together, we can create a supportive, inclusive, and inspiring learning environment where every student can thrive. Thank you for being a valued part of the Explore Apollo Tuition family.

Contact Information

Website <https://www.exploreapollotuition.co.uk/home>

Email Finnen@Exploreapollotuition.co.uk