Eridanos Tuition customer privacy notice

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

- Contact details
- What information we collect, use, and why
- Lawful bases and data protection rights
- Where we get personal information from
- How long we keep information
- Who we share information with
- How to complain

Contact details

Email

admin@eridanos.co.uk

What information we collect, use, and why

We collect or use the following information **for student education and welfare**:

- Names and contact details for students/children
- Names and contact details for parents, guardians, carers
- Pronoun preferences
- Date of birth
- Payment details and financial information including transactions
- Special Educational Needs and Disabilities (SEND) or additional support information (includes reasonable adjustments and special educational needs and disabilities)
- Welfare information (includes family and home life circumstances and history)
- Information relating to compliments and complaints

Lawful bases and data protection rights

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.

Which lawful basis we 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 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. Read more about the right of access.
- **Your right to rectification** - You have the right to ask us 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 us to delete your personal information. Read more about the right to erasure.
- **Your right to restriction of processing** - You have the right to ask us to limit how we 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 we transfer the personal information you gave us to another organisation, or to you. Read more about the right to data portability.
- **Your right to withdraw consent** – When we use consent as our 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, we must respond to you without undue delay and in any event within one month.
To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

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

- Consent - we have permission from you after we 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.

Where we get personal information from

- Directly from you
- Parents or carers
- Our website: Our enquiry/registration form is provided by Google and embedded in our site. Google may collect technical information and use cookies when you view or use the form. Please see Google's privacy policy for details, policies.google.com/privacy.

How long we keep information

Retention periods
The retention schedule sets out retention periods for all data processed in line with business requirements and legal obligations. Records reaching the end of their retention period will be reviewed or safely disposed of by:

- Destruction
- Anonymisation

Data cannot be retained indefinitely.

Business Management and Planning Activities

Data Type	Retention Period	After Retention
Personal data breach records	6 years from last modification	Destroy
Business operations records, agendas, minutes, internal emails	5 years from last modification	Destroy

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Student Records

Data Type	Retention Period	After Retention
Student Data	2 years after last learning event	Destroy
Serious incident notifications	2 years from creation	Review
Unique Student Number (USN) and Student Learning Record (SLR)	7 years after last learning event	Destroy

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Contract Data

Data Type	Retention Period
Contracts, grants and agreements	6 years after contract end
Tender records	5 years from last modification
Contract records	5 years from last modification

Corporate Communications

Data Type	Retention Period
Notification subscriptions	While person remains subscribed

Correspondence

Data Type	Retention Period
Individual Contact Details	2 years after last correspondence

Financial Records

Data Type	Retention Period
Travel, hotel and car hire records	6 years
Contractor financial information	6 years
Pay records	3 years
Fraud investigations	6 years after proceedings conclude

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided above.

Who we share information with

Service providers

We use Google Forms and Google Drive (provided by Google) to collect and store the information you submit through our website. Google processes this information on our behalf. Your information may be transferred to and stored in countries outside the UK. Google's own privacy information is at policies.google.com/privacy.

Others we share personal information with

- Parents and carers
- Organisations we need to share information with for safeguarding reasons
- Legal bodies or authorities

How to complain

If you have any concerns about our use of your personal information, you can make a data protection complaint to us:
Email: admin@eridanos.co.uk
If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.
The ICO's address:
ICO Head Office
4th Floor, No.3 Circle Square
5 Hawkshaw Street
Manchester
M1 7BL
Helpline number: 0303 123 1113
Website: https://www.ico.org.uk/make-a-complaint