Privacy Policy — JCT Learning Hub

Last Updated: November 2026

1. Who We Are

JCT Learning Hub ("we", "us", or "our") is a private tuition business and agency based in Dorchester, Dorset, United Kingdom, providing 1:1 in-home tuition across Dorset and online tuition across the UK.
For the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018, the Data Controller is:

- **Business Name:** JCT Learning Hub
- **Founder / Data Protection Lead:** Alison Bolsover
- **Location:** Dorchester, Dorset, United Kingdom
- **Email:** jurassiccoasttutors@gmail.com
- **Telephone:** 01305 818058
- **Website:** www.jctlearninghub.co.uk

2. What Personal Data We Collect

Depending on how you interact with us (as a parent/guardian, adult learner, website visitor, or associate tutor applicant), we may collect and process the following information:

- **Contact & Identity Information:** Parent/guardian names, adult learner names, student first names, email addresses, telephone numbers, and home addresses (where required for in-home tuition visits or invoicing).
- **Educational & Student Information:** Student year group, school/exam board details, target grades, current academic attainment, and relevant learning support needs (such as SEN/EHCP context shared voluntarily to tailor lessons).
- **Tutor Recruitment Information:** For applicants to our associate tutor team, we collect CVs, qualifications, teaching experience, references, right-to-work details, and Enhanced DBS certificate verification details.
- **Billing & Administrative Records:** Session attendance logs, booking dates, payment records, and invoice details (we do not store full payment card details on our website).
- **Website & Technical Data:** Information submitted through our website forms (including Wix Forms and Tally.so forms), resource download requests, and standard website usage/cookie data collected by our website host (Wix).

3. How and Why We Use Your Data (Lawful Bases)

Under UK GDPR, we only process your personal data when we have a valid lawful basis to do so:

- **To Respond to Enquiries & Arrange Tuition (Contract / Pre-Contractual Steps):** Reviewing consultation requests, matching students with a suitable tutor,

scheduling lessons, and delivering 1:1 or small-group tuition.
- **To Provide Digital Revision Resources (Consent / Contract):** Sending requested revision packs, topic tests, or educational guides when you submit a download or enquiry form.
- **To Manage Tutor Applications & Onboarding (Contract / Legal Obligation):** Assessing tutor suitability, verifying qualifications and Enhanced DBS checks, and managing associate assignments.
- **Safeguarding, Tax & Accounting (Legal Obligation):** Maintaining accurate financial records for HMRC and fulfilling our safeguarding duties toward children and young people.
- **Improving Our Services & Website (Legitimate Interests):** Reviewing feedback/testimonials (published only with your permission) and ensuring our website functions securely.

4. Children's Privacy

We provide educational tuition to children and young people under 18. We only collect student information directly from a **parent or legal guardian** (or with verified parental consent), and we collect only the educational details strictly necessary to plan and deliver effective, safe tuition.

5. Who We Share Your Data With

We never sell or rent your personal data to third parties. We only share data where necessary to run our tuition service safely and effectively:
- **Associate Tutors:** If your child is matched with one of our self-employed associate tutors, we share only the necessary contact, address (for home visits), and educational details required to deliver their sessions. All associate tutors are bound by confidentiality and safeguarding obligations.
- **Trusted Service Providers:** We use reputable third-party platforms to operate our business securely, including **Wix** (website hosting, forms), **Tutor Cruncher** (bookings and payments), **Google Workspace** (email and lesson documents), **Tally.so** (application/enquiry forms), and **Zoom / online whiteboard tools** (for online lessons).
- **Legal & Safeguarding Authorities:** Where required by law or where there is an immediate safeguarding concern regarding a child's welfare.

6. International Data Transfers

Some of our trusted software providers (such as Wix and Google) store or process data outside the UK. Where this occurs, we ensure appropriate safeguards are in place under UK GDPR, such as the UK International Data Transfer Addendum or adequacy regulations.

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7. How Long We Keep Your Data

We retain personal data only for as long as necessary:

- **Active Tuition & Client Records:** Kept for the duration of tuition and up to **6 years** afterward where required for UK tax, accounting, and insurance records.
- **Enquiries That Do Not Proceed:** Deleted within **12 months** of last contact.
- **Tutor Applications:** Unsuccessful applications are deleted within **6 months** unless you ask us to keep your details on file for future opportunities.

8. Your Data Protection Rights

Under UK data protection law, you have the right to:

- **Access** a copy of the personal data we hold about you.
- **Rectify** any inaccurate or incomplete information.
- **Erase** your personal data ("right to be forgotten") where there is no legal reason for us to continue holding it.
- **Restrict or Object** to how we process your data.
- **Withdraw Consent** at any time where processing is based on consent (such as marketing or published testimonials).

To exercise any of these rights, email **jurassiccoasttutors@gmail.com** or call **01305 818058**. We will respond within one calendar month.
You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)** at www.ico.org.uk or by calling 0303 123 1113 if you are unhappy with how we have handled your data.

9. Cookies

Our website (www.jctlearninghub.co.uk) is hosted on Wix and uses essential cookies to keep the site secure and functional, alongside optional analytics cookies to help us understand how visitors use our pages. You can manage or withdraw your cookie preferences at any time via the cookie banner on our website or through your browser settings.

Quick Implementation Tips for Wix

- **ICO Check:** As a UK tuition business handling digital records of students and parents (names, addresses, emails, SEN notes), double-check that your annual **ICO Data Protection Fee** (typically £40–£52/year for micro-organisations) is active at ico.org.uk, and paste your registration number into Section 1.
- **Link in Sub-Footer:** Make sure your sub-footer link (Privacy Policy or Cookies and Privacy Policy) points directly to this updated page.