

Privacy Policy



Ingenia Education maintains a strict policy of client and tutor confidentiality and we are committed to protecting and safeguarding your personal data. As part of this commitment this policy aligns with the General Data Protection Regulation (GDPR). This policy relates to all information you provide to Ingenia Education and all data that Ingenia Education holds in relation to your use of the site. It supplements and is in addition to the Terms and Conditions and should be read in conjunction with them.

What do we collect?

In line with data protection laws we are only able to process personal data where we have a valid reason to do so.

Registration and student details (for all Clients):

This includes details such as your name, email address, address, telephone number, your child's name, your child's date of birth and your child's educational background.

Payment information (for Test Centre Clients):

Payment information is handled by Wix.com's E-Commerce Service Provider, which in turn is regulated by its own Terms and Conditions and Privacy Policy. We never receive your payment information, and therefore can accept no responsibility for any issues that arise as a result of using our website. The E-Commerce Service Provider's information and Terms and Conditions can be made available to you upon request.

Details (for Tutors):

This includes details such as name, telephone number, email address and details of relevant teaching/tutoring experience. We also store your bank details for the purpose of making payments to you for work done through Ingenia Education.

What do we do with your information?

We will use your personal data to fulfil tutoring requests, meet our contractual obligations, and deliver a high quality service to clients and tutors.

Sharing information with third parties

Tuition Clients: After clients have made a tuition enquiry, we may share the broad requirements of the assignment on an anonymous basis with the tutor we think most suitable. Ingenia Education may also send a brief overview of the tutor's experience to the client. If a client chooses to proceed with a tutor we will pass on the specific registration and student details to the tutor so that the tutor knows where the tutoring will happen, so that the tutor can prepare for the assignment and contact the client to arrange lessons. Other than sharing information with our tutors on the basis outlined above we will keep your personal information confidential within our company and not pass it on to any third parties unless we are required to do so by law.

Test Centre Clients: The information you provide will only be used for safeguarding and health and safety purposes for/on the date of the test. We will keep your personal information confidential within our company and not pass it on to any third parties unless we are required to do so by law.

Tutors: The information that you provide to Ingenia Education will only be used to match you with potential clients. We will pass on your contact details to clients for jobs in which you have expressed an interest. Other than sharing information with our clients on the basis outlined above we will keep our personal information confidential within our company and not pass it on to any third parties unless we are required to do so by law.

How do we keep your information safe?

We take reasonable steps to ensure that your information is kept safe and will endeavour to protect it from unauthorised access.

Your information will only be kept for a commercially reasonable period of time for the purposes stated above.

Retention Periods

We shall retain your data only for as long as necessary in accordance with applicable laws.

All Clients: We will keep your personal data whilst you are an active client of Ingenia Education. As soon as you indicate that you no longer wish to receive any services, or when those services cease, your data will be deleted unless outstanding monies are owed. In this case, your information will be retained until the account is settled, after which your information will be deleted.

Tutors: For tutors who join Ingenia Education as an contracted tutor we will retain your data for up to one year after any contracts between the two parties are terminated.

Right to be Forgotten

You have the right to object to our use of your personal data and to ask us to delete it if there is no need for us to keep it. This is known as your right to be forgotten. Please inform us if you think we are retaining or using your personal data incorrectly. If you wish for us to delete any data we hold about you, please inform us in writing and we will delete your data within 3 working days, unless there is a legal reason why we are not allowed to do so.

Access to your data

You have the right to request a copy of all personal information that we hold about you at no cost. We will also correct any inaccuracies in your information at your request.

Third party sites

We sometimes link to a number of other websites on our site or social media platforms. We are not responsible in any way for the privacy policies of these sites nor for the way in which they may use the information they collect about you.

Changes to this policy

This policy may be changed or amended at our absolute discretion, so you should review it from time to time so you are aware of any changes. An updated copy of this policy will be posted on the Ingenia Education website immediately following any changes.

Contact

If you have any questions, please contact us using the details on the contact page of our website.

