



DATA PROTECTION POLICY

for

Olive & Ivy Education Online Tutor

The privacy of our users is extremely important to us and therefore we encourage all users to read this policy very carefully as it contains important information regarding:

- Who we are;
- How and why, we collect, store, use and share your personal information;
- Your rights regarding your personal information; and
- How to contact us and supervisory authorities if you have a complaint.

Who we are

Olive & Ivy Education collects, uses and is responsible for storing personal information about you, to ensure we provide you with the best-tailored service.

The personal information we collect and use

Personal information is information which you can be identified from (and does not include anonymised forms of information).

1. Types of personal information

We may process the following types of personal information about you:
Name, Contact Details, Student Details, Personal Information and Bank Details.

2. Types of sensitive information

We may also process the following types of sensitive information about you;
Personal data, ethnic origin, religion, physical and mental health condition, contact details

How your personal information is collected

This section describes how the above types of personal information are collected by Olive & Ivy Education. Your personal information will be collected as follows:

1. Source of collection of your personal information

The personal information collected about you will be obtained from the following sources; Email, telephone consultation, text messages, registration forms, WhatsApp messaging or Facebook messaging.

2. Changes to how we collect your personal information

If we need to obtain personal information about you from any other source than those described above, we shall notify you of this.

How we use your personal information

General purposes

In general, your personal information will generally be processed for the following purposes:

Personal data will be collected and kept in a secure location, only the professionals connected directly to your provided services will be able to access these.

Any sensitive information about you will generally be processed for the following purposes:

Sensitive information will be collected upon sign-up and stored on file until you no longer require Olive & Ivy's Education's services.

Lawful basis for processing your personal information

We have described above the purposes for which we may process your personal information. These purposes will at all times be justified by UK Data Protection law.

1. General lawful bases

The lawful basis upon which we can process your data are:

- (1) Where we have your consent to use your data for specific purposes;
- (2) Where it is necessary to enter into a legal contract with you or to perform obligations under a legal contract with you;
- (3) Where it is necessary to ensure we comply with legal obligations;

- (4) Where it is necessary to ensure your legitimate interests or the legitimate interests of a third party (provided that your interests and rights do not override those interests). Wherever we rely upon this basis, details of the legitimate interests concerned shall be provided to you.
- (5) Where do we need to protect your vital interests (or the vital interests of another person); and/or
- (6) Where it is needed in the public interest (or where we are acting in our official functions), provided that the task or function has a clear basis in law.

In general, to meet the purposes we have described above, we will process your personal information where we have your express consent on each occasion that the data is processed.

Sharing of your personal information

On any occasion where any of your personal information is shared with any third party, we shall only permit them to process such information for our required purposes, under our specific instruction, and not for their purposes. We are required to enter into a formal legal agreement to enable such sharing to take place.

We do not anticipate that we will need to share your personal information with any third party. We will notify you should this position change.

Lawful basis, applicable to sensitive information

We have explained above that we may process sensitive personal information about you. We have to find above the general purposes for which we process your personal sensitive information. These purposes are justified by lawful conditions. There are however additional conditions which apply to sensitive personal information.

We will therefore only process sensitive personal information for any or a combination of the following additional lawful reasons, which are:

1. Where you have provided us with explicit consent;
 - (1) Where it is necessary for employment, Social Security and social protection (and it is properly authorised by law).
 - (2) Where is necessary for your vital interest, or the interest of another person;
 - (3) Where the processing is carried out by the course of legitimate activities under a foundation association or non-profit body with a political, philosophical religious or trade union aim;
 - (4) Where the information is made publicly available to you;
 - (5) Where the processing is necessary for defending or establishing legal claims or court proceedings;
 - (6) Where the processing is necessary for substantial public interest;

- (7) Where the information is necessary for medical or social care reasons;
- (8) Where the information is necessary for reasons of public interest, or in the area of public health; and/or
- (9) Where the information is necessary for scientific research, statistical purposes, historical research, or archiving purposes in the public interest.

In general, to meet the purposes we have described, we will usually process your sensitive information:

It is necessary to protect the vital interest of you or the interest of another person. This shall only apply where the person whose vital interests are to be protected is unable to consent (for example, urgent medical treatment).

How long your personal information will be kept

Your personal information will only be kept for the period which is necessary for us to fulfil the above purposes.

We envisage that your personal information shall be retained by us as follows:

The website will not hold personal data all day and will be stored in a secure accessible, only to Olive & Ivy Education.

Keeping your information secure

We will ensure the proper safety and security of your personal information and have measures in place to do so. We will also use technological and organisational measures to keep your information safe. These measures are as follows:

Protected account accessible to Olive & Ivy Education.

Children

Our website is not intended for children (anybody under the age of 18). We will not collect data from children directly. All data about a person under the age of 18 will be collected from a parent or guardian.

Your rights

Under the UK general data protection regulation, you have several important rights free of charge.

1. In summary, those include rights to:

- (1) Fair processing of information and transparency over how we use your personal information;
- (2) Access to your personal information and certain other supplementary information that this privacy statement is already designed to address;
- (3) Require us to correct any mistakes in the information which we hold;
- (4) Require personal information concerning you in certain situations;
- (5) Received the personal information concerning you, which you have provided to us in instructed, commonly used and machine-readable format and have the right to transmit this information to a third party in certain situations;
- (6) Object any time processing of personal information concerning you for direct marketing;
- (7) Objective decisions being taken by automated means which produce legal effects concerning you or similar significantly affect you;
- (8) Object in certain other situations to Our continued processing of your personal information or ask us to suspend the processing procedure. For you to confirm, its assurance or our reasoning for processing it;
- (9) Objective processing your personal information where we are doing so in reliance upon a legitimate interest of our own or a third party, and where you wish to object to this particular ground;
- (10) Otherwise, restrict our processing of your personal information in certain circumstances;
- (11) Claim compensation for damages caused by our breach of any data protection laws; and/or
- (12) In any circumstance where we rely upon your consent for processing personal information, you may withdraw this consent at any time.

For further information on each of those rights, including the circumstances in which they apply, see the guidance from the UK Information Commissioners Office (ICO) on your right under the General Data Protection Regulations.

If you would like to exercise any of these rights. Please contact our data protection officer: Hannah Barker in the following manner:

Should you wish to see the data relevant to you held by Olive & Ivy Education, then please do get in touch with us via our website or over email.

Changes to privacy policy

This privacy policy was published on the 15th of February 2023, and updated on the 24th of January 2024.

We may change this privacy policy from time to time and will notify you of any changes by:

Any changes made to the privacy policy will be made public via our website. Existing customers will be notified about this via Email or WhatsApp.

Contacting us

Our Data protection officer is Hannah Barker.

Any requests or questions regarding the use of your personal information should be made to the above-named person using the following method:

Should you wish to see the relevant data to you, held by Olive & Ivy Education please do get in touch with us via our website.



This policy is approved and robustly endorsed by Olive & Ivy Education and is due for review annually.

Signed:  HANNAH BARKER (Director)

Date: 24th January 2024