



This Child Can

INCLUSIVE TUTORING AND SUPPORT

Group Teaching Service:

Privacy Notice

Version 1.0

About us

This Child Can is a company providing online tutoring and group teaching to children and young people, with or without Special Educational Needs and Disabilities (SEND). We also provide a support and advice service for families of children and young people with SEND.

Our contact details are as follows:



This Child Can

Inclusive tutoring and support

Email: enquiries@thischildcan.com

Website: www.thischildcan.com

Tees Close
Chandler's Ford
Hampshire
SO53 4RU

What this notice is about

This notice tells you about the information we collect when you use our group teaching service. You may wish to read it with someone else, like a friend, family member or someone you trust. If you have any questions, or there's something you don't understand, please email us at the following address: data@thischildcan.com.

What personal data we collect and why

The information we collect about you is called your *personal data*. The table below tells you what we collect, where we collect it from and why we need it.

Contact details	
What we collect	Children and young people: Your name and email address. Parents or guardians: Your name and email address.
Where we collect it from	Children and young people: You and your parent or guardian. Parents or guardians: You.
Why we collect it	Children and young people: So that we can communicate with you. So that we can deliver our group teaching service to you. Parents or guardians:

	So that we can communicate with you. So that we can tell you more about our services in future (with your permission).
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How we keep your personal data safe

We know how important it is to look after your personal data, so here are some of the things we do to protect it:

- We only use the personal data we really need;
- We train our staff how to use and share your data safely;
- We use security measures like strong passwords and encryption¹;
- We make sure we store and send data using secure technologies;
- We make sure that only people with permission can access your data;
- We only work with companies who promise to look after your data too.

How we share your personal data

Sharing your data means letting other people or companies use your data too. They may be in the UK or in another country, including countries outside the European Union (EU). Whenever we do this, we only use organisations that promise to look after your data according to UK law.

The table below tells you about the companies we share with, what we share with them and why. In future, we may use different companies but we will not change the type of data we share, or how it is used, without telling you first.

Who we share with	Why we share
Dropbox	Dropbox is a service for storing data safely and securely on the Internet. We use it to store our company data, including personal data. Occasionally, Dropbox staff need to access the data we store. Their help page ² explains when and why they might do this.
Microsoft	We use Microsoft tools like Word, Excel and PowerPoint for things like writing reports and creating documents. This may involve storing some of your data on Microsoft's systems. We also use Microsoft Outlook to send, receive and store emails that may contain your personal data.
Zoom	We use Zoom video calls to deliver online group teaching.

¹ Encryption means we turn your data into a code that can only be read by the people we trust.

² <https://help.dropbox.com/accounts-billing/security/file-access>

How long we keep your personal data

When we collect your data, we only keep it for as long as we need to. The maximum length of time depends on the type of data, as shown in this table:

Type of data	The maximum length of time we keep it
Contact details	7 years after your last contact with us.

Once we no longer need your data, we will securely delete it unless we are required by law to keep it.

Your personal data and the law

The law says we must have a good reason to use your data. This is called a *lawful basis* and we have several because we use your data in different ways. The table below tells you which lawful basis we use for each, along with some legal information that you may find useful:

Activity	Lawful basis	Useful information
Providing you with our services - and - Communicating with you if you're receiving our services	Contract	–
Communicating with you if you contact us via our website - and - Marketing our services	Consent	–
Measuring how well our service is working	Legitimate interests	<p>We use this basis because:</p> <ul style="list-style-type: none">• we want to keep improving our service;• we can't do that without using your data to measure how well our service has worked for you;• the personal data you provide is minimal and low risk, therefore we believe that the benefit of improving our service for you and others is greater than the risk of using your data. <p><u>GDPR conditions that apply</u></p> <ul style="list-style-type: none">• <i>Article 9(2)(j)</i>

	<p><i>See also: Article 89(1)</i></p> <p><u>DPA (2018) conditions that apply</u></p> <ul style="list-style-type: none"> • <i>Schedule 1 / Part 1(4): Statistical purposes</i> <p><i>See also: Section 19</i></p>
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Consent means you give us your permission to use your data. If you change your mind about something you've given your consent for, please let us know and we will stop using your data for that purpose.

If you have any questions or concerns about the use of your data, please write to us at the following address: data@thischildcan.com.

Your rights

The law gives you some important rights that help protect you and your personal data:

- The right to be informed *...to know who we are and how we use your data*
- The right of access *...to find out what data we have about you*
- The right to rectification *...to ask us to correct mistakes in your data*
- The right to erasure *...to ask us to delete your data*
- The right to restrict processing *...to ask us to limit how we use your data*
- The right to data portability *...to ask us to send your data to you or another provider*
- The right to object *...to complain challenge our use of your data*

In some cases, one or more of these rights may not apply – for instance, if you are the parent or guardian of a child receiving our services, you may not be entitled to certain rights, depending on the child's age, wishes and the data involved. However, we promise to always consider your rights and respond to you promptly, fairly and within UK law.

If you would like to contact us about any of your rights, please email us at data@thischildcan.com. You can find out more about your rights on the [Information Commissioner's Office \(ICO\) website](#).

How to make a complaint

If you are unhappy about the way we're using your personal data, please contact us at data@thischildcan.com and we will do our best to help you. If you are unsatisfied with our response, you may complain to the Information Commissioner's Office (ICO).