



This Child Can

INCLUSIVE TUTORING AND SUPPORT

Tutoring and SEND Support Service: Privacy Notice

Version 1.1

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 about you and your family when you use our services. 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, home address, email address, phone numbers, emergency contact details, etc. Parents or guardians: Your name, home address, email address, phone numbers, emergency contact details, place of work, etc.
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 respond to you if you contact us.

	<p>So that we can arrange appointments with you and deliver our services to you.</p> <p>To protect you and other people, if we feel that there is a threat to your or their health and wellbeing.</p> <p>Parents or guardians:</p> <p>So that we can respond to you if you contact us.</p> <p>So that we can arrange appointments with you and deliver our services to you.</p> <p>So that we can tell you more about our services in future (with your permission).</p> <p>To protect you and other people, if we feel that there is a threat to your or their health and wellbeing.</p>
--	--

Education details	
What we collect	<p>Children and young people:</p> <p>Your date of birth, school name, class or form name, year group, academic scores (phonics test scores, SAT scores, etc.), attendance record, subject preferences and the names of your teacher(s) and any other professionals involved in your care.</p> <p>Parents and guardians:</p> <p>Reports about your child written by your child’s teacher or any other professional involved in their care.</p>
Where we collect it from	<p>Children and young people:</p> <p>You, your parent or guardian, your school and any other professional involved in your care.</p>
Why we collect it	<p>Children and young people:</p> <p>So that we can design our tutoring and support to meet your needs.</p> <p>To protect you and other people, if we feel that there is a threat to your or their health and wellbeing.</p> <p>To help us to measure how well our service is doing, so that we can keep improving it.</p> <p>Parents and guardians:</p> <p>So that we can support you and your child in a way that best meets your needs.</p> <p>To protect you and other people, if we feel that there is a threat to your or their health and wellbeing.</p>

Health details	
What we collect	<p>Children and young people: Your special educational needs, disabilities or other relevant health conditions.</p> <p>Parents or guardians: Your special educational needs, disabilities or other relevant health conditions.</p>
Where we collect it from	<p>Children and young people: You, your parent or guardian, your school and any other professional involved in your care.</p> <p>Parents or guardians: You.</p>
Why we collect it	<p>Children and young people: So that we can design our tutoring and support to meet your needs. So that other professionals we may work with understand your needs too. To protect you and other people, if we feel that there is a threat to your or their health and wellbeing. To help us to measure how well our service is doing, so that we can keep improving it.</p> <p>Parents or guardians: So that we can understand your child's environment and needs. So that other professionals we may work with understand your needs too.</p>

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.

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

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	<p>Dropbox is a service for storing data safely and securely on the Internet. We use it to store our company data, including personal data.</p> <p>Occasionally, Dropbox staff need to access the data we store. Their help page² explains when and why they might do this.</p>
Microsoft	<p>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.</p> <p>We also use Microsoft Outlook to send, receive and store emails that may contain your personal data.</p>
Zoom	<p>We use Zoom video calls to deliver our online services, such as tuition and family SEND support.</p>
Other professionals	<p>To provide you with the best possible care, we may share personal data with other professionals where we feel this is necessary. We will only do this if one or more of the following is true:</p> <ul style="list-style-type: none">• You ask us to;• We ask you and you give us permission;• We feel that you, or another person, are at risk of harm.

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.
Education details	7 years after your last contact with us.

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

Health details	<p>Parents or guardians: 8 years after your last contact with us</p> <p>Children and young people: <i>If you are under 17 when we stop providing you with a service:</i> Until your 25th birthday</p> <p><i>If you are 17 or older when you leave our service:</i> Until your 26th birthday</p> <p><i>In the event of your death:</i> 8 years after your death</p>
-----------------------	--

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 <i>- and -</i> Communicating with you if you're receiving our services	Contract	–
Communicating with you if you contact us via our website	Consent	–
Marketing our services	Consent	–
Using your health details to tailor our services to your needs	Consent	<u>GDPR conditions that apply</u> <ul style="list-style-type: none"> • <i>Article 9(2)(a)</i>
Measuring how well our service is working	Legitimate interests	We use this basis because: <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;

		<ul style="list-style-type: none"> although some of your data is sensitive, we keep it secure and make sure you can't be identified in our evaluation reports. We also 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>
<p>Handling an urgent matter relating to your care, or the care of others (safeguarding)</p>	<p>Legal obligation</p>	<p>We use this basis because:</p> <p>We need to keep you and others safe if we feel there is a threat to the health or wellbeing of you or someone else.</p> <p><u>GDPR conditions that apply</u></p> <ul style="list-style-type: none"> <i>Article 9(2)(g)</i> <p><u>DPA (2018) conditions that apply</u></p> <ul style="list-style-type: none"> <i>Schedule 1 / Part 2(18): Safeguarding of children and of individuals at risk</i> <p><i>See also: Schedule 1 / Part 4</i></p> <p><u>UK laws that apply</u></p> <ul style="list-style-type: none"> <i>The Children Act (1989)</i> <i>The Children Act (2004)</i> <i>The Children and Social Work Act (2017)</i> <i>The Care Act (2014)</i>

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 we feel it might cause serious harm to you or others. Similarly, even 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 the 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).