



## Privacy Statement

Last Updated: [05/11/23]

Lindsay Nova Tuition is committed to protecting your privacy and ensuring the security of your personal information. This Privacy Statement outlines our practices concerning the collection, use, and safeguarding of the information you provide to us. Please read this statement carefully to understand how we handle your data.

### 1. Information We Collect

We collect the following types of information:

**a. Personal Information:** We may collect your full name; date of birth; contact information, including email address, and phone number. We may also collect the name of the educational institution you attend and your course details. If your support is funded through the Disabled Students' Allowance (DSA), we will require your university email address and a copy of your DSA funding confirmation letter from your funding body. We will also collect information about your educational needs and goals. If you share information, or give consent for a third party to share information, we will also collect information about any disabilities or health conditions you may have. If you provide feedback to us, we will also collect information.

**b. Payment Information:** If you pay for our services, we will collect payment-related information, including credit card or other financial information. This information is securely processed and is not stored on our servers.

### 2. How We Use Your Information

We use the information we collect for the following purposes:

**a. Providing Tutoring Services:** We use your personal and educational information to provide you with information you request about our services and, if applicable, to provide you with effective tutoring services tailored to your needs.

**b. Communication:** We use your contact information to communicate with you, including responding to your inquiries, sending important updates, and scheduling tutoring sessions.

**c. Payment Processing:** If you make payments for our services, we use your payment information to process transactions securely.

### 3. Information Sharing

We do not sell or share your personal information with third parties for marketing or advertising purposes. However, we may share your information in the following circumstances:

**a. Service Providers:** With your consent, we may share your information with trusted third-parties, for example staff at your university, so that you can get the best support possible. We will also share information with your funding body for invoicing purposes and to comply with any auditing requirements. These service providers are obliged to protect your information and use it solely for the purposes we specify.

**b. Legal Compliance:** We may share your information to comply with legal obligations, respond to lawful requests, protect our rights, and ensure the safety and security of our users.

#### How long do we keep your information?

Records will be retained for a minimum of 6 years from the date of your last contact with us. After this time, your information will be disposed of securely.

### 4. Data Security

We implement appropriate security measures to safeguard your data from unauthorized access, disclosure, alteration, and destruction, in line with the principles of the General Data Protection Regulations.

### 5. Your Choices

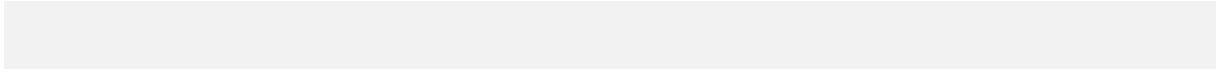
You have the right to:

**a. Access Your Information:** You can request access to the personal information we have about you and seek corrections if needed.

**b. Withdraw Consent:** You can withdraw your consent for us to process your data, where consent is the legal basis for processing by emailing [lindsay@novatuition.org](mailto:lindsay@novatuition.org).

**c. Delete Your Information:** You can request the deletion of your personal information unless we have a legal obligation to retain it.

**6. Other Websites:** Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies



## **7. Changes to this Privacy Statement**

We may update this Privacy Statement as needed to reflect changes in our business practices or legal requirements. We will notify you of significant changes through our website or other communication methods.

## **7. Contact Us**

If you have any questions, concerns, or requests regarding your privacy and personal information, please contact us at [lindsay@novatuition.org](mailto:lindsay@novatuition.org).

By using our services, you agree to the practices described in this Privacy Statement. Your continued use of our services constitutes your acceptance of any updates to this statement.