



Privacy Policy

The Learning Nest with Hannah

Last Updated: 19 August 2026

This Privacy Policy explains how The Learning Nest with Hannah collects, uses, stores and protects personal information when you enquire about, book or receive our tutoring services, including online tuition.

1. Introduction

The Learning Nest with Hannah respects your privacy and is committed to protecting the personal information of children, young people, parents, carers and other individuals who use our tutoring services.

The Learning Nest with Hannah is responsible for deciding how and why your personal information is processed and therefore acts as the **data controller** for the personal information we hold in connection with our tutoring services.

We process personal information in accordance with applicable UK data protection legislation, including the **UK General Data Protection Regulation (UK GDPR)**, the **Data Protection Act 2018**, and other applicable data protection legislation as amended from time to time.

2. Who We Are

Business Name: The Learning Nest with Hannah

Email: info@thelearningnestwithhannah.co.uk

If you have any questions about this Privacy Policy or how your information is used, please contact us using the email address above.

3. Information We Collect

Parent or Carer Information

- Name
- Email address
- Telephone number
- Billing and payment information
- Information relating to your child's tuition
- Communication between you and The Learning Nest with Hannah
- Information required to arrange lessons and manage bookings

Child or Young Person's Information

- Name
- Age or date of birth
- School year/key stage
- Educational needs and learning goals
- Assessment results or relevant educational information
- Information about strengths, areas for development and progress
- Lesson notes and feedback
- Homework and completed work
- Information provided by a parent, carer or the child to help personalise tuition

Where appropriate and necessary, we may also collect information relating to additional educational needs, learning difficulties or other information that you choose to provide to help us adapt teaching and support. We will only collect

information that is relevant and necessary for providing our services.

4. How We Collect Your Information

We may collect personal information when you contact us by email, telephone or through our website; complete an enquiry or booking form; book a trial lesson; provide information before or during lessons; communicate with us about your child's education; make a payment; provide educational reports or assessments; or provide information as a parent or carer on behalf of a child.

We may also receive relevant information from schools, educational professionals or other third parties where you have asked or authorised them to provide it.

5. Why We Use Your Information

We use personal information to:

- Provide and manage tutoring services
- Arrange and schedule lessons
- Communicate with parents, carers and learners
- Understand a learner's educational needs
- Plan personalised lessons
- Monitor learning and progress
- Provide written feedback and reports
- Set and provide optional homework
- Prepare for assessments, SATs, 11+, entrance examinations and other educational goals where applicable
- Process payments and maintain financial records
- Manage bookings, cancellations and lesson arrangements
- Maintain appropriate business records
- Respond to enquiries
- Improve our tutoring services
- Meet our legal, regulatory and insurance obligations
- Protect the safety and wellbeing of learners
- Deal with complaints or concerns

6. Our Lawful Bases for Processing Information

Contract: We may process information because it is necessary to provide the tutoring services you have booked and manage our agreement with you.

Legal Obligation: We may process information where we are legally required to do so, for example in relation to financial, accounting or legal requirements.

Legitimate Interests: We may use information where it is reasonably necessary for the legitimate running of The Learning Nest with Hannah, provided that this does not unfairly override your rights and interests.

Consent: Where appropriate, we may ask for your consent before using personal information for a particular purpose. Where we rely on consent, you can withdraw that consent at any time.

7. Children's Information

The Learning Nest with Hannah provides educational services to children and young people and recognises that children's personal information requires particular care and protection.

We will only collect and use information that is reasonably necessary to provide appropriate educational support and manage our services.

Parents or carers may provide information about their child to help us understand their educational needs and provide personalised tuition.

We will handle children's information fairly, securely and sensitively and will consider the best interests of the child when processing their information.

8. Special Category Information

In some circumstances, parents or carers may choose to provide information that could constitute **special category personal data**, for example information relating to a learner's health or disability where this is relevant to supporting their education.

We will only collect or process such information where there is an appropriate lawful basis and, where required, an additional condition under data protection law. You should only provide information that is relevant to your child's tutoring and support.

9. Online Lessons

The Learning Nest with Hannah provides online tutoring. Online lessons may involve the use of third-party platforms such as video-conferencing, communication, educational or file-sharing services.

Where third-party platforms are used, personal information may be processed by those providers in accordance with their own privacy policies and terms.

We take reasonable steps to use reputable services and appropriate security measures when delivering online tuition.

Parents and carers are responsible for ensuring that children access lessons in an appropriate and safe environment.

10. Payment Information

Payments may be made by methods offered by The Learning Nest with Hannah, including **bank transfer and Stripe**.

We may keep records of payments, invoices, dates, amounts and related transaction information for accounting and business purposes.

Where payment is processed through a third-party payment provider, that provider may process personal information in accordance with its own privacy policy. We do not need to store your full card details where payment

is processed securely through a third-party payment provider.

11. Who We Share Information With

We do not sell or rent personal information.

We may share relevant information where necessary with:

- Payment providers
- Online tutoring or communication platforms
- IT, email, website or cloud-storage providers
- Accountants or professional advisers
- Insurers where required
- Legal or regulatory authorities where we are legally required to do so
- Emergency services or appropriate organisations where necessary to protect a child's or individual's safety
- Schools or other educational professionals where you have requested or authorised appropriate information to be shared

We only share information that is reasonably necessary for the relevant purpose.

12. Safeguarding

The safety and wellbeing of learners is extremely important to The Learning Nest with Hannah.

If a safeguarding concern arises, we may need to record or share relevant information with an appropriate parent/carer, school, safeguarding professional, emergency service or other relevant authority.

Information may be shared without consent where this is necessary to protect a child or another individual, or where we are legally required or permitted to do so.

13. How We Protect Your Information

We take reasonable and appropriate measures to protect personal information against unauthorised access, accidental loss, unauthorised disclosure, alteration, destruction and other unlawful or unauthorised processing.

Access to personal information is limited to information that is necessary for the relevant purpose. We use appropriate passwords, secure accounts and suitable digital security measures when handling personal information.

However, no method of transmitting or storing information electronically can be guaranteed to be completely secure.

14. How Long We Keep Your Information

We only keep personal information for as long as it is reasonably necessary for the purposes for which it was collected.

We may retain information for longer where this is necessary to meet legal or accounting requirements, resolve disputes, deal with complaints, establish or defend legal claims, meet insurance requirements, or maintain

appropriate business records.

When information is no longer required, it will be securely deleted, destroyed or anonymised where appropriate. We will regularly review the information we hold and remove information that is no longer necessary.

15. Your Data Protection Rights

Depending on the circumstances, you may have rights under data protection law including:

- The right to be informed about how your information is used
- The right to request access to personal information we hold about you
- The right to request correction of inaccurate or incomplete information
- The right to request deletion of personal information in certain circumstances
- The right to request restriction of processing in certain circumstances
- The right to object to certain processing
- The right to data portability in certain circumstances
- The right to withdraw consent where processing is based on consent

These rights are not absolute and certain legal exceptions may apply.

If you would like to exercise a data protection right, please contact info@thelearningnestwithhannah.co.uk. We may need to verify your identity before responding to a request.

16. Complaints

If you have concerns about how The Learning Nest with Hannah handles your personal information, please contact us first so that we can try to resolve the issue.

You also have the right to complain to the **Information Commissioner's Office (ICO)** if you believe your personal information has been handled unlawfully.

17. Cookies and Our Website

If you visit The Learning Nest with Hannah's website, cookies or similar technologies may be used.

Cookies may be used to help the website function, understand how visitors use the website or provide certain website features.

Where required, we will provide appropriate information and obtain consent for non-essential cookies.

18. Marketing

We may occasionally contact existing clients or individuals who have expressed an interest in our services about relevant tutoring services, educational resources or updates.

Where consent is required for marketing communications, we will obtain appropriate consent.

You can ask us to stop sending marketing communications at any time by contacting **info@thelearningnestwithhannah.co.uk**.

19. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our services, technology or legal and regulatory requirements.

The latest version will be made available through the appropriate The Learning Nest with Hannah communication channel or website.

Last Updated: 19 August 2026

20. Contact Us

The Learning Nest with Hannah

Email: info@thelearningnestwithhannah.co.uk

We are committed to treating your personal information responsibly and maintaining the trust of the families and learners we work with.