

Monarch Tutors Ltd Privacy Policy for Students

Last Updated: August 2025

WE WILL RESPECT YOUR PRIVACY AND YOUR CHOICES.

Monarch Tutors Ltd is a Private Limited Company registered in England and Wales.

The company is headquartered in London, United Kingdom.

Further information can be found at www.monarchtutors.com

1. Who Are We?

Monarch Tutors Ltd ("Monarch Tutors") is a private tuition agency and education consultancy. We advise students on educational matters and introduce tutors to students for long- and short-term placements. We are a Data Controller as defined in the UK GDPR.

As a Data Controller, Monarch Tutors is responsible for the data that you share with us. Monarch Tutors adheres to the UK GDPR and Data Protection Act 2018.

2. Contact Details

You can contact Monarch Tutors at any time to:

- Request access to the information that Monarch Tutors has about you
- Correct any information that Monarch Tutors has about you
- Delete all information that Monarch Tutors has about you (subject to our legal obligations to maintain certain data for statutory purposes e.g. safeguarding records)
- Unsubscribe from our mailing list

Please contact Monarch Tutors on contact@monarchtutors.com

3. Access to Information

You have the right to access all the information we have about you by asking to view a copy of the data we process about you. We will fulfil this request by sending you the information electronically unless your request expressly specifies a different method.

4. Information Correction and Personal Data

If you believe any information we have about you is incorrect, you are welcome to contact us so we can update it and keep your data accurate. If at any point you wish us to delete the information we have about you, please contact contact@monarchtutors.com

5. Intended Use of Personal Data

In order to provide tuition services, education consultancy or any other services, an employee of Monarch Tutors may need to collect some of your personal data. We may collect data that you choose to share with us via phone calls, email enquiries, online forms and messages sent to us via apps or social media.

This may include (but is not limited to): your contact details, home address, name, information related to your educational background, goals, grades, special educational needs and health where relevant to the tuition services requested, emergency contact information, and parent/guardian details where you are under 18. Some of this data is considered sensitive and we take your privacy very seriously. By sharing this personal data you are giving consent for us to process the data for the specific purpose of delivering our services.

6. Who Can Access Your Personal Data

Your personal data may be accessed by the employees of Monarch Tutors in order to advise on, or deliver, tuition services or consultancy work and for business administration purposes, legal compliance, to obtain feedback, insight and analysis and for marketing communications.

If tuition services form part of your enquiry, your personal data may be passed on to one or more self-employed tutors with the specific purpose of enabling them to provide appropriate and effective tuition services. By providing personal data, which may include sensitive information, that is related to a request for tuition, you are giving us consent to share the information with one or more tutors.

For students under 18: We will always ensure appropriate safeguarding measures are in place when sharing your information with tutors, and we maintain enhanced DBS checks for all tutors working with minors.

We rely on third party organisations to provide applications/functionality, data processing, marketing or IT services to us. We only provide them with the information they need to fulfil the service, and we require that they do not use your personal data for any other purpose.

We also share personal data with third party organisations such as lawyers, accountants and other professional advisers.

We always use our best efforts to make sure that all third parties we work with will keep your personal data secure and comply with UK GDPR regulations. All data collected by Monarch Tutors is stored exclusively in secure hosting services.

We may disclose your data to third parties if we are under a duty to comply with a legal obligation, or in order to enforce or apply our terms of service or other terms and conditions you have agreed to, or to protect the rights or safety of Monarch Tutors, the tutors we represent, or our students.

We may disclose your information to third parties in the event that we sell any or part of our business or assets. In such cases, your personal data will be processed by the buyer acting as the new data controller and its privacy policy will govern the processing of your personal data.

Where Monarch Tutors transfers personal data outside of the UK, this will be done in a secure and lawful way. As some countries may not have laws governing the use and transfer of personal data, we will take steps to make sure that third parties adhere to the commitments set out in this Privacy Policy. These steps may include reviewing third parties' privacy and security standards and entering into appropriate contracts.

7. How Long Will We Keep Your Personal Data?

We will keep your personal data for as long as we need it to provide you with your requested service(s) or to meet our commercial or legal obligations. We may contact you periodically to update your personal data. To determine the retention period of your personal data, we consider several criteria to make sure that we do not keep your personal data for longer than is appropriate. These criteria include:

- The purpose for which we hold your personal data;
- Our legal and regulatory obligations in relation to that personal data, for example any financial reporting obligations or safeguarding requirements;
- Whether our relationship with you is ongoing: for example, you are still working with one or more tutor; you still wish to continue to receive marketing communications related to events and updates; you regularly or occasionally contact us for consultancy, courses or other services. Students frequently return to us for tuition services after a break, therefore in most cases we keep their personal data securely on file until there is a request for deletion;
- Any specific requests from you in relation to the deletion of your personal data.

For students under 18: We will retain certain safeguarding-related records in accordance with statutory requirements, even if you request deletion of other personal data.

8. Our Privacy Promises

- We will respect your privacy and your choices.
- We will only use your personal data for the purposes outlined in this policy.
- We will maintain appropriate safeguarding measures for all students, particularly those under 18.
- We will keep your personal data secure and only share it with trusted parties as outlined in this policy.
- We will respond promptly to any requests regarding your personal data.
- We will regularly review and update our privacy practices to ensure continued compliance with data protection laws.