



Privacy Policy

Turtle & Elephant

Last updated: October 2025

1. Introduction

Turtle & Elephant (“we”, “our”, “us”) provides educational and tutoring services to learners of all ages.

We respect your privacy and are committed to protecting your personal information in line with the UK GDPR, EU GDPR, the Australian Privacy Act 1988, and other applicable data protection laws.

This policy explains what information we collect, how we use it, and the rights available to you.

2. Who We Are

Turtle & Elephant

Website: www.turtleandelephant.com

Email: jaye@turtleandelephant.com

Registered in: Australia (operating globally)

3. Information We Collect

We only collect the personal information necessary to deliver our tutoring services and maintain effective communication with students and families.

This may include:

- **Contact information:** name, email address, and phone number — collected from parents, guardians, or adult learners.
- **Student contact details:** with parental permission, we may record a student’s email address solely to send lesson materials, class reminders, or feedback related to their tutoring.
- **Booking and payment details:** information processed securely through **TutorBird** and **Stripe**.
- **Learning materials:** documents and feedback shared via Google Drive or similar platforms.
- **Technical data:** such as browser type, device, and cookies for website analytics and performance.

We do **not knowingly collect personal data from children under 13 years old without verified parental consent**.

When a student's email is used, it is **only for lesson-related communication and never shared or used for marketing**.

Home addresses may be recorded **within TutorBird** for invoicing and administrative purposes. This information is **not collected or stored on our website**, and it is **never disclosed to third parties**.

4. How We Use Your Information

We use personal information strictly to:

- Deliver tutoring and educational services.
- Communicate with parents, guardians, and (with consent) students about their lessons.
- Manage scheduling, invoicing, and progress updates.
- Maintain educational records and meet legal accounting obligations.
- Improve the quality and accessibility of our services.

We **do not share, sell, or rent** personal information under any circumstances. All student and family data is used only within the context of legitimate tutoring purposes and is handled securely at every stage.

5. Legal Bases for Processing

Depending on your region, we process your data under:

- Your consent (e.g. contact form or newsletter sign-up).
- Contractual necessity (to deliver tutoring services).
- Legitimate interests (to improve operations).
- Legal obligations (e.g. invoicing, compliance).

6. Sharing Your Information

We only share data with trusted third parties that help us operate safely:

- **TutorBird:** scheduling and class management.
- **Stripe:** secure payment processing.
- **Google Drive:** document sharing and lesson feedback.
- **Zoom / Google Meet:** online classes.
- **Skool:** optional community platform.

Each provider maintains its own privacy and security standards compliant with GDPR and similar laws.

7. International Transfers

Your data may be processed in the UK, EU, Australia, or other locations where our partners operate.

We use recognised safeguards (such as Standard Contractual Clauses) to ensure your data is protected wherever it is processed.

8. Data Retention

We keep personal data only as long as necessary for educational or legal purposes, then securely delete or anonymise it.

9. Your Rights

You have the right to:

- Access and request a copy of your personal data.
- Correct inaccuracies.
- Request deletion (“right to be forgotten”).
- Withdraw consent at any time.
- Object to certain processing.

Contact us at jave@turtleandelephant.com for any privacy request.

10. Security

We use encrypted storage, password protection, and secure access controls to keep all student and parent information safe.

11. Changes to This Policy

We may update this policy periodically. The latest version will always appear on our website.