

## Introduction

At Creative Writing with Hannah, we are committed to protecting your privacy and handling your personal information responsibly. This Privacy Policy explains how we collect, use, and store your information, as well as your rights regarding your data.

If you have any questions or concerns about this policy, please contact us at:

- Email: [info@creativewritingwithhannah.com](mailto:info@creativewritingwithhannah.com)

## What Information We Collect

1. **Personal Data You Provide:**
  - **Contact Information:** Name, email address, address, phone number.
  - **Payment Information:** (details below)
  - **Student Details:** Name, age, and any relevant information to personalise tuition.
2. **Automatically Collected Data:**
  - Website usage data, including IP address, browser type, and navigation behavior, for analytics purposes.
3. **Educational Information:**
  - Details about the student's academic progress and areas for improvement.
  - Notes from tutoring sessions.
4. **Communication Records:**
  - Any emails, messages, or communications you send to us.

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## How We Use Your Information

We use your personal data to:

- Schedule and deliver lessons.
- Communicate with you about classes, homework, or updates.
- Process payments securely through **Stripe**, **GoCardless**, and **bank transfer**:

**Stripe:** A trusted third-party payment processor. Stripe handles your payment information in compliance with the highest security standards. You can learn more about their privacy practices on their [website](#).

**GoCardless:** A direct debit provider that ensures secure processing of recurring payments. You can find details about their data security and privacy practices on their website.

**Bank transfer:** Payment details provided for bank transfers are used solely for processing payments and are securely stored for auditing purposes where required.

- Provide you with effective and personalised tutoring services.
- Monitor and improve the progress of the student(s).
- Comply with child safeguarding requirements.
- Respond to any inquiries, concerns, or complaints.

We may share some of your information with the **self-employed tutors** contracted by Creative Writing with Hannah to deliver sessions, ensuring they have the relevant information to tailor their tutoring.

We do not sell or share your personal data with third parties for marketing purposes.

We will not share your information with third parties unless required to do so by law.

## How We Store Your Information

- Your personal data is stored securely in encrypted systems and databases, including **TutorBird**, an online platform we use to manage schedules, communications, and student records. TutorBird employs robust security measures to protect your data and ensure it remains confidential.
- Access is restricted to authorised personnel, such as tutors and administrative staff.

We retain personal data for the duration of tuition. Once you or your student no longer use our services, we will securely delete your data by:

- Removing all records from our systems, including TutorBird.
- Ensuring any paper records (if applicable) are securely shredded.

If we are legally required to retain certain records (e.g., for financial auditing purposes), these will be securely archived and deleted once the retention period expires.

## Lawful Bases for Processing Your Data

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases for processing your information are:

1. **Consent:**
  - We process your data with your explicit consent for specific purposes, such as receiving updates on progress. You can withdraw this consent at any time by contacting [info@creativewritingwithhannah.com](mailto:info@creativewritingwithhannah.com).
2. **Contractual Obligation:**
  - Processing is necessary for fulfilling the agreement between us, such as ensuring tuition is delivered as expected.
3. **Legal Obligations:** To comply with laws and regulations.

## Your Data Protection Rights

Under data protection law, you have the following rights:

- **Right of Access:** Request copies of your personal information.
- **Right to Rectification:** Ask us to correct or complete any inaccurate or incomplete data.
- **Right to Erasure:** Request deletion of your personal data in certain circumstances.
- **Right to Restriction of Processing:** Ask us to limit the use of your data in specific situations.
- **Right to Object:** Object to the processing of your personal information in specific situations.
- **Right to Data Portability:** Request that we transfer your data to another organization or to you.

You will not be charged for exercising your rights, and we will respond to requests within one month.

To make a request, contact us at [info@creativewritingwithhannah.com](mailto:info@creativewritingwithhannah.com).

## How We Protect Your Data

We take appropriate measures to protect your data, including:

- Encryption of sensitive information.
- Secure storage on protected servers.
- Regular monitoring for potential security breaches.

While we strive to protect your data, no transmission over the internet can be guaranteed as 100% secure.

## Third-Party Links

Our website may contain links to third-party websites. We are not responsible for the privacy practices of external sites.

## How to Complain

If you have any concerns about how we handle your personal information, you can:

1. **Contact Us Directly:**  
Email: [info@creativewritingwithhannah.com](mailto:info@creativewritingwithhannah.com)
2. **Contact the Information Commissioner's Office (ICO):**  
If you are unhappy with how we use your data, you can also complain to the ICO:

- **Address:** Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF
  - **Helpline Number:** 0303 123 1113
  - **Website:** [www.ico.org.uk](http://www.ico.org.uk)
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Thank you for trusting Creative Writing with Hannah. We value your privacy and are dedicated to providing a secure and respectful experience for all our clients.

## **Does your website include cookies? Cookies**

Our website uses cookies to improve your experience and to analyze website traffic. Cookies are small files stored on your device that help us understand how users interact with our website.

### **Types of Cookies We Use**

1. **Necessary Cookies:** Essential for website functionality, such as enabling secure login.
2. **Analytics Cookies:** Collect anonymized data about website usage to help us improve our services.

### **Managing Cookies**

You can control cookies through your browser settings. Please note that disabling cookies may affect the functionality of the website.

When you first visit our website, you will be asked to consent to the use of non-essential cookies in accordance with this Privacy Policy.