Part 1: GCSEase Privacy Policy

Effective Date: July 2026
Last Updated: July 2026

At **GCSEase**, we are committed to protecting and respecting the privacy of our students, parents, and guardians. This Privacy Policy explains how we collect, use, and safeguard your personal information when you register for our Mathematics, English, and EAL tuition courses or use our online portals.

1. Information We Collect

When you submit an application form or use our platforms, we may collect the following information:

- **Contact Information:** Full name, parent/guardian name, email address, telephone number, and postal address.
- **Educational Details:** Student year group, school, first language (for EAL provisions), and current academic levels or assessment targets.
- **Account & Technical Data:** Login credentials, portal activity logs, and communications sent through our messaging systems.
- **Submission Data:** Completed homework files, documents, or audio resource recordings uploaded via the student and teacher portals.

2. How We Use Your Information

We use your personal data strictly for educational and operational purposes, including:

- Processing student applications and managing course registrations.
- Delivering online and face-to-face tuition services, tracking progress, and publishing assessment bands and learning targets.
- Facilitating secure communication and feedback between tutors, students, and parents.
- Processing payments and managing subscriptions associated with our platform.

3. Data Security & Storage

We implement robust technical and organisational security measures—including encrypted cloud databases (via Supabase) and secure file storage—to protect your personal information against unauthorised access, alteration, disclosure, or destruction. We do not sell, rent, or trade your personal data to third parties.

4. Your Rights Under UK GDPR

Under data protection laws, you have the right to:

- Access a copy of the personal data we hold about you.
- Request the correction of inaccurate or incomplete information.
- Request the deletion of your data, subject to legal or contractual retention obligations.

5. Contact Us
If you have any questions regarding this Privacy Policy or wish to exercise your data rights, please contact the GCSEase administration team via your registered portal or official email.

Part 2: GCSEase Terms of Business

Effective Date: July 2026

These Terms of Business govern the agreement between **GCSEase** ("we", "us", "our") and the student/parent ("Client", "you") enrolling in our educational tuition courses and services.

1. Services Provided
GCSEase provides structured educational tuition courses and support services (including Mathematics, English, and EAL instruction) delivered by qualified educators. Services may include live online sessions, interactive whiteboards, structured homework assignments, and progress monitoring via our digital portals.

2. Application and Registration
- All applications must be submitted using official GCSEase forms with accurate student and guardian details.
- Submission of an application constitutes an agreement to these Terms of Business and our Privacy Policy.
- We reserve the right to accept or decline any application based on course capacity and tutor availability.

3. Fees, Subscriptions, and Payments
- Course fees and subscription models must be paid in accordance with the agreed pricing structure outlined at the time of registration.
- Access to student portals, live sessions, and learning materials is contingent upon accounts remaining in good standing.

4. Attendance and Cancellation Policy
- **Scheduled Sessions:** Students are expected to attend scheduled lessons punctually.
- **Cancellations by the Client:** If you need to cancel or reschedule a one-on-one session, a minimum of 24 hours' notice is required. Sessions missed without adequate notice may be charged at the full rate.
- **Cancellations by GCSEase:** In the event that a tutor is unavailable due to illness or unforeseen circumstances, we will endeavour to reschedule the session at a mutually convenient time or provide a suitable replacement instructor.

5. Code of Conduct
- Students must maintain a respectful and constructive environment during all online and face-to-face sessions.

- Misuse of the digital whiteboard, communication portals, or harassment of staff and peers will result in immediate suspension of portal access without a refund.

6. Limitation of Liability

While GCSEase instructors strive to support every student in achieving their academic potential, we cannot guarantee specific examination grades or test outcomes. GCSEase shall not be held liable for any indirect or consequential loss arising from the use of our educational services or software platforms.

7. Changes to Terms

GCSEase reserves the right to update these Terms of Business periodically. Continued use of our services following any modifications indicates acceptance of the updated terms.