



Privacy Policy

This Privacy Notice explains how we at One Step Ahead collect, use, store and destroy any personal information we collect about you. We will never share your information with any third party unless there is a legal obligation to do so. We believe that we are compliant with the General Data Protection Regulations (GDPR) which came into force 25 May 2018.

What information we collect about you

When you make a booking with us we collect the names of the student (and guardian where the student is under 18), the age of any student under 18, the email address and contact telephone number of the person making the booking.

We do not hold any information about payment details as payments are either made direct to our bank account or via a third party payment handler - Tutorful. The Tutorful privacy policy is available at <https://tutorful.co.uk/privacy-policy>, their policy states that they believe that they are compliant with GDPR.

How we use the information we hold on you

We will use your email address to send you confirmation of the booking and an email with more details on how to find us and other information you may find useful for your lessons with us.

We will not use your telephone number to contact you other than in an emergency and/ or if we have been unable to contact you by email.

How is your data stored

All of the personal data you supply us as part of the booking process, is stored securely. It is securely destroyed after any legal obligation to retain the data has expired (see the Data Retention section below).

Data retention

Information which forms part of our accounting information can be requested by HMRC as part of their income tax collection responsibilities. We are required to retain accounting information for the current accounting year and the prior 6 accounting years. Accounting information includes our booking sheets and copy invoices which have your name and dates of lessons on them. We will destroy this information at the end of the sixth year after the year in the lesson took place.

Social Media

We use social media channels for marketing; currently Facebook, Instagram and YouTube. We do not collect any personal information about those who choose to follow us on social media.



Cookies and our website

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity. Our website uses Google Analytics to provide us with high level information about our website users; we do not collect any personal information through cookies or Google Analytics.

You can set your browser not to accept cookies. See www.aboutcookies.org for more information.

Our website contains links to third party sites. We have no responsibility for, nor knowledge of, the privacy and data holding policies of these third party websites; nor of their compliance, or otherwise, with GDPR.

Access to your information

You have the right to request a copy of the information we hold about you. If you would like a copy of this information please email us at onestepaheadbusiness@gmail.com

You have the right to request that we delete/ destroy any of your personal data that we hold. Subject to our legal obligations to hold financial records for current year plus six, we will destroy any of your personal data that we hold upon request.