SUPERIOR LEARNING™

TERMS AND CONDITIONS AND PRIVACY POLICY

020 3488 3292
info@superiorlearning.co.uk

CLIENT TERMS & CONDITIONS

We are very pleased to welcome you to Superior Learning and excited to be working closely with your children to build their confidence and achieve their goals. To keep everything running smoothly and ensure Students get the most from their lessons, please read these Terms and Conditions (the "Terms").

WHO WE ARE

"Superior Learning", "we", "us", or "our" means **Superior Learning Ltd, Kite Studios, 2B Bassein Park Road, London, W12 9RY**, United Kingdom. We introduce independent tutors ("Tutors") to clients ("Clients") and students ("Students"). We act as **agents** for Tutors.

Questions: **info@superiorlearning.co.uk**
Privacy Policy: **www.superiorlearning.co.uk/privacy-policy**

DEFINITIONS

- **Client:** the person/organisation engaging Superior Learning to introduce a Tutor.
- **Student:** the person receiving tuition.
- **Tutor:** an independent contractor introduced by Superior Learning.
- **Engagement:** any arrangement where a Tutor provides tuition to a Student.
- **Agreed Hourly Rate:** the hourly rate **set between the Client and Superior Learning** for tuition.

BASIS OF ENGAGEMENT

By requesting tuition or using a Tutor introduced by us, you accept these Terms. No variation of these Terms and Conditions is valid unless agreed in writing by Superior Learning.
If you contract on behalf of an organisation, you confirm you have authority to do so.
If any part of these Terms and Conditions is held to be illegal, invalid or unenforceable in any respect such invalidity, illegality or unenforceability shall not prejudice the rest of these Termas and Conditions to the extent that they are valid, legal and enforceable

OUR RESPONSIBILITIES

We will use reasonable endeavours to:
- Identify and introduce a suitable Tutor to meet each Student's learning needs and goals.
- Verify Tutor identity and obtain a Basic DBS disclosure to support safeguarding and trust.
- Provide a simple and secure booking, invoicing and per-session payment process through TutorCruncher using Stripe Express.

FEES, INVOICING & PAYMENT

How payment works:
Payments are handled securely by TutorCruncher using Stripe Express. TutorCruncher receives funds into a segregated client account and automatically distributes the Tutor's fee and the agency/platform fee.

Cards accepted:
We accept UK-issued Visa or Mastercard (credit or debit). We do not accept American Express or international cards.

Per-session charging (default):
Tuition is invoiced after each completed session unless otherwise agreed in writing. Once the Tutor logs the session in TutorCruncher, your saved payment method is charged within 24–72 hours. Receipts and invoices are emailed automatically.

Calculation of fees:
Session fees are calculated from the timesheets submitted by the Tutor. The Agreed Hourly Rate includes the Tutor's fee plus the agency/platform fee. All prices shown are inclusive of any applicable VAT charged by the company (although private tuition by independent tutors is presently VAT-exempt under current UK legislation). Should this tax status change, invoices will be updated accordingly.

Expenses:
Any additional expenses (for example, books or materials) must be agreed in advance with the Tutor and noted on the relevant session record.

Late payment:
If a payment fails, we may reattempt the charge, suspend future sessions until payment clears, and charge interest at 4% above Barclays Bank base rate on overdue sums, along with a reasonable administrative fee.

CANCELLATIONS, RESCHEDULING & MAKE-UPS

Scheduling:
Sessions are arranged directly between the Client and the Tutor.

Client cancellations:
You may cancel a session up to the evening before it is due to take place without charge.
A same-day cancellation (on the day of the session) or a no-show (failure to attend or notify before the scheduled start time) will be charged at the full session rate.
If you cancel after the session has begun, or the session only partially takes place (for example, due to the Student's lateness, technical issues, or early departure), the full session fee remains payable, unless otherwise agreed in advance with the Tutor and Superior Learning.

Tutor cancellations:
You will not be charged for any session a Tutor cancels. Tutors are expected to give reasonable notice, and we will help you rearrange promptly where possible.

Rescheduling:
We will make every effort to accommodate reasonable rescheduling requests, but availability cannot be guaranteed.

Make-ups:
Where practicable, missed sessions may be rearranged at a mutually convenient time.

MAKE-UPS, REFUNDS & DISPUTES

Make-ups:
Where practicable, missed sessions may be rearranged at a mutually convenient time between the Client and the Tutor.

Session quality concerns:
If you believe that a session was not delivered or was materially deficient, please email info@superiorlearning.co.uk within 7 days of the session date. We may request supporting notes or evidence to help us resolve the matter fairly and promptly.

Credits and refunds:
Any credits or refunds, where applicable, are issued at our reasonable discretion following investigation.

Invoice discrepancies:
If you notice any discrepancy with your invoice, you must notify us within 24 hours of receipt and before automatic payment is taken. Once payment has been processed, adjustments may only be made at our discretion.

CLIENT RESPONSIBILITIES

Clients agree to:

- Provide accurate and up-to-date information including all necessary personal and contact details.
- Ensure the Student has suitable equipment and connectivity for online tuition and a safe, distraction-free environment for all sessions.
- Communicate clearly with Tutors regarding scheduling, cancellations, and attendance.
- Avoid any attempt to circumvent Superior Learning, including making or accepting private tutoring arrangements with Tutors introduced by us. All tuition must be booked and paid for via Superior Learning/TutorCruncher/Stripe Express.
- Acknowledge that any breach of this non-circumvention obligation may result in removal from our service and legal action to recover lost agency fees or obtain injunctive relief.

- Use independent judgement when confirming bookings, including assessing a Tutor's credentials, expertise, and suitability.
- Agree that refunds or credits, where applicable, may only be issued at Superior Learning's discretion, for example where a session could not take place due to verified technical issues or other exceptional circumstances.

SAFEGUARDING & WELFARE

We require a Basic DBS for Tutors and take safeguarding seriously. For in-person tuition with minors, an adult should be present on premises where appropriate. For online tuition, the Student should be in a suitable home environment.
Report concerns to info@superiorlearning.co.uk.

NON-CIRCUMVENTION

You must not make private arrangements for tuition with a Tutor we introduce, or accept introductions from that Tutor, outside our platform. All work must be booked and paid via Superior Learning/TutorCruncher/Stripe Express. We may seek recovery of lost agency fees and injunctive relief for breaches.

LIABILITY

We have no liability in respect of any arrangement you may choose to enter into at your discretion with a Tutor. We will not be liable for any failure to provide services where we are prevented from doing so by an event outside our reasonable control.

The Tutoring Agency shall not be liable or responsible for any loss or damages of any nature, whether direct or indirect, including any loss of profits or consequential damages suffered or incurred by the Client as a result of the introduction of a Tutor to the Client, the engagement of a Tutor introduced by the Tutoring Agency, or the failure of the Tutoring Agency to introduce any Tutor.

INDEMNITY

The Client shall indemnify and hold harmless the Tutoring Agency against any costs, liabilities, damages, losses, claims, or proceedings arising out of the Client's use of the services, breach of these Terms and Conditions, or any negligent or unlawful act or omission by the Client or the Student.

FORCE MAJEURE

Neither party shall be liable for any failure or delay in performing its obligations under these Terms where such failure or delay results from causes beyond its reasonable control. Such causes include, but are not limited to, power failure, internet service provider failure, industrial action, civil unrest, fire, flood, storms, earthquakes, acts of terrorism, acts of war, governmental action, or any other event that is beyond the reasonable control of the affected party.

TERMINATION OF ENGAGEMENT

Either the Tutor or the Client may withdraw from an Engagement by providing a minimum of seven (7) calendar days' notice to the other party. Where the Client exercises this right, the Client remains liable for any unpaid fees that have accrued up to the date of termination, which shall become due and payable at the time notice is given.

DATA PROTECTION & PRIVACY

We process personal data in line with **UK GDPR** and our **Privacy Policy**

COMPLAINTS

Email **info@superiorlearning.co.uk**. Unresolved data issues may be raised with the ICO.

CHANGES

The Tutoring Agency reserves the right to amend or update these Terms and Conditions from time to time. Clients will be notified in writing of any material changes before they take effect. Unless otherwise agreed in writing by a Director of the Tutoring Agency, these Terms and Conditions shall prevail over any other terms or conditions proposed by the Client. No variation or amendment shall be valid unless confirmed in writing by a Director of the Tutoring Agency.

GOVERNING LAW & JURISDICTION

These Terms and Conditions, and any dispute or claim arising out of or in connection with them, their subject matter, or their formation (including non-contractual disputes or claims), shall be governed by and construed in accordance with the laws of England and Wales. Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any such dispute or claim.

TUTOR TERMS OF ENGAGEMENT (INDEPENDENT CONTRACTOR)

We are very pleased to welcome you to Superior Learning and look forward to working with you. The following arrangements are understood and agreed by both parties. This Independent Tutor Agreement (the "Agreement") sets out the terms and conditions under which you, as an independent service provider (the "Tutor"), fully licensed where required by law and appropriately qualified, agree to provide tuition to Students introduced to you by Superior Learning (the "Agency"). These Terms and Conditions apply to the provision of services by the Agency to you as principal and govern each Engagement arranged through the Agency.

WHO WE ARE

"Superior Learning", "we", "us", or "our" means Superior Learning Ltd, Kite Studios, 2B Bassein Park Road, London, W12 9RY, United Kingdom. We introduce independent tutors to clients and students and act as agents for tutors.

DEFINITIONS

- **Agency:** Superior Learning Ltd.
- **Tutor:** an independent contractor providing tuition to a Student under these terms.
- **Client:** the parent, guardian, carer or student responsible for arranging and paying for tuition.
- **Student:** the individual receiving tuition.
- **Tuition:** any paid session of teaching or academic support provided by the Tutor to a Student.
- **Engagement:** any arrangement under which the Tutor provides tuition to a Student introduced by the Agency.
- **Acceptance of an Opportunity of Work:** the Tutor's verbal or written agreement to contact a Client and arrange or deliver tuition.
- **Agreed Hourly Rate:** the hourly rate agreed between the Agency and the Tutor (with an agency/platform fee added to form the Client price).

STATUS AND SCOPE

You are engaged as an independent contractor. Nothing in these terms creates an employment, worker, partnership, or joint-venture relationship. You are responsible for your own tax, National Insurance, insurance (including professional indemnity and, where applicable, public liability), equipment, and legal compliance. You have no authority to bind the Agency and must not make representations on our behalf.

TUTOR RESPONSIBILITIES

Tutors agree to provide tuition to a high professional standard and to uphold Superior Learning's values of reliability, integrity, inclusivity, and educational excellence. By accepting an engagement or introduction, Tutors agree to:

- Deliver high-quality tuition tailored to each Student's individual needs, with appropriate preparation, clear communication, and professionalism at all times.
- Treat all Students and Clients with respect and without discrimination based on gender, race, religion, disability, sexual orientation, or any other protected characteristic, maintaining appropriate professional boundaries at all times.
- Research relevant syllabuses or examination requirements where applicable and ensure
- lessons are aligned with each Student's academic goals.
- Establish clear expectations with Clients regarding lesson frequency, format, and objectives.
- Log sessions promptly in TutorCruncher with accurate dates, times, durations, and lesson notes to enable accurate invoicing.
- Maintain confidentiality regarding all Client and Student information in line with UK GDPR and the Agency's Privacy Policy.
- Comply with safeguarding and online-safety guidance, ensuring that tuition takes place in a safe and appropriate environment, whether in person or online.
- Provide valid documentation such as a Basic DBS disclosure and proof of right to work in the UK when requested, and renew your DBS at least every two (2) years.
- Communicate reliably, giving reasonable notice of any cancellations or changes to scheduling.
- Disclose any conflicts of interest that may affect your tutoring relationship.
- Act dutifully and in good faith in all dealings with Superior Learning, Clients, and Students.
- Use the Superior Learning platform exclusively for all tuition arrangements, payments, and communications with Clients introduced by the Agency.
- Respect intellectual property, using or sharing teaching materials only with appropriate permissions.
- Represent Superior Learning professionally, ensuring that all interactions reflect the Agency's values of trust, reliability, and educational excellence.

OUR RESPONSIBILITIES

Superior Learning will use reasonable endeavours to support Tutors in delivering successful tuition and maintaining smooth operations. We agree to:

- Act as your introducing agent, connecting you with suitable Clients based on your subject expertise, experience, and availability.
- Provide an efficient booking and payment process via TutorCruncher using Stripe Express.
- Handle client invoicing and payment collection, ensuring transparency and prompt distribution of cleared funds.
- Verify Client details to the extent reasonable before introduction.
- Offer administrative support with scheduling, rescheduling, and payment queries.
- Promote safeguarding and data security, ensuring Tutors and Clients are aware of their responsibilities under UK GDPR.
- Respect your independence, acknowledging that you determine your own teaching style, lesson content, and professional methods.

- Keep Tutors informed of any policy or procedural changes that affect their engagements.
- Collect feedback periodically from Clients and Students for quality assurance, providing constructive guidance if needed.
- Act in good faith and with transparency in all communications with Tutors and Clients.

ACCEPTANCE OF WORK

When you accept an Opportunity of Work, you agree to contact the Client promptly, arrange suitable session times, and deliver tuition with appropriate preparation and professionalism. If, after accepting, you are unable to schedule or begin sessions, please notify the Agency as soon as possible so that alternative arrangements can be made.

Superior Learning acts as an introducing agent between Tutors and Clients. The Agency's responsibility is to identify and introduce suitable Tutors to Clients for specific subjects or learning goals. Once an Engagement has been agreed, the contract for tuition exists between you (the Tutor) and the Client (the Student or the Student's parent/guardian). The Agency is not responsible for the teaching methods, lesson content, or educational outcomes, which remain solely the responsibility of the Tutor.

PROFESSIONAL STANDARDS, CONDUCT AND SAFEGUARDING

- Prepare lessons appropriately, tailor teaching to the Student's needs, and keep brief lesson notes.
- Comply with our tutor handbook, safeguarding and online-safety guidance, and data policies.
- Provide evidence of a Basic DBS and right-to-work documents on request and renew your DBS at least every two (2) years.
- Maintain Client/Student confidentiality (except where disclosure is required by law).
- Report any safeguarding or welfare concerns immediately to **info@superiorlearning.co.uk**.
- Cooperate fully with any safeguarding investigation or request for information made by the Agency or relevant authorities.

ENVIRONMENT AND HEALTH & SAFETY

You and the Client are responsible for agreeing a safe and suitable environment for tuition, whether in-person or online. For online sessions, ensure the Student has appropriate equipment, software, and connectivity. Tutors must take reasonable care for their own safety and that of their Students during in-person tuition and report any health or safety concerns promptly to the Agency.

RATES, LOGGING, INVOICING AND PAYMENT

- **Rates and split:** The Agreed Hourly Rate is set between you and the Agency. An agency/platform fee is added for the Client price.
- **Session logging:** Log each session promptly in TutorCruncher (date, time, duration and short notes).
- **How payment works:** Clients pay via TutorCruncher using Stripe Express. TutorCruncher receives funds into a segregated account and automatically splits the Tutor fee and the agency/platform fee.
- **Cards accepted:** Clients pay with a UK-issued Visa or Mastercard (credit or debit). American Express and international cards are not accepted.
- **Payouts:** Tutor payouts are made monthly on the agreed payout date and include all cleared Client payments received at least 7 days before that date. A manual payout can be triggered once per month for any cleared Stripe payments.
- **Expenses:** Any expenses (e.g., books or materials) must be agreed with the Client in advance and noted on the session record.

CANCELLATIONS, LATENESS AND RELIABILITY

- **Client cancellations:** If a Client cancels on the day of the session or does not attend (no-show), the session is chargeable at the full rate. If they cancel before the scheduled start time and notify you, no fee is charged.
- **Partial sessions / lateness:** If a session only partially takes place (for example due to Student lateness, early departure or preventable technical issues), the full session fee remains payable unless otherwise agreed in advance with the Agency and the Client.
- **Tutor cancellations:** Give as much notice as possible and help rearrange promptly. Sessions you cancel are not chargeable to the Client.
  Persistent lateness, repeated short-notice cancellations, or failure to log sessions may lead to removal from our active roster.

NON-CIRCUMVENTION

Do not solicit or accept private work from any Client introduced by the Agency, or from new Clients referred by them, outside our platform. All tuition must be booked and paid via TutorCruncher/Stripe Express. Breach may result in removal and a claim for lost agency fees and/or injunctive relief. (There is no “tail period”: it simply is not permitted.)

MATERIALS AND INTELLECTUAL PROPERTY

You retain ownership of your teaching materials but grant the Student a non-exclusive licence to use them for personal educational purposes. Respect third-party intellectual property at all times.

Any materials, branding, or documentation provided by Superior Learning remain the property of the Agency and may not be reproduced, distributed, or used for any other purpose without prior written consent.

MATERIALS AND INTELLECTUAL PROPERTY

You retain ownership of your teaching materials but grant the Student a non-exclusive licence to use them for personal educational purposes. Respect third-party intellectual property at all times.

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DATA PROTECTION AND CONFIDENTIALITY

Tutors must handle all personal data lawfully and responsibly in accordance with UK GDPR, Superior Learning's Privacy Policy, and the Tutor Handbook. Personal data should only be collected, stored, or processed where necessary to perform legitimate tutoring duties.

Confidential information about the Agency, its Clients, or Students must not be shared with any third party, except where required by law, court order, or a regulatory authority. Tutors must take reasonable care to prevent unauthorised access to or disclosure of such information.

You must not use any confidential information belonging to Superior Learning, its Clients, or Students for any purpose other than fulfilling your obligations under this Agreement. This duty of confidentiality continues for five (5) years after the termination of your engagement with Superior Learning.

LIABILITY AND INSURANCE

You are fully responsible for your professional conduct, teaching methods, and any materials used during tuition. Superior Learning acts solely as an introducing agent and does not supervise or control your work once an Engagement has begun.

You agree to indemnify Superior Learning against any losses, costs, damages, liabilities, or claims (including those brought by Clients) that arise from your breach of these Terms, negligence, or unlawful acts or omissions.

Superior Learning shall not be liable for any claims, loss, or damage arising out of or in connection with your tutoring activities. You agree to indemnify the Agency without limitation in respect of any such claims made by a Client or third party.

You are required to maintain adequate professional indemnity insurance, and where applicable, public liability insurance, for the duration of your engagement. Proof of cover may be requested at any time.

FORCE MAJEURE

Neither party shall be liable for delay or failure caused by events beyond reasonable control, including power failure, ISP failure, industrial action, civil unrest, fire, flood, storms, earthquakes, acts of terrorism or war, or governmental action.

TERMINATION

Either party may terminate this Agreement by providing one (1) week's written notice to the other.

Superior Learning reserves the right to suspend or terminate this Agreement immediately in cases of serious breach, safeguarding concerns, misconduct, or behaviour that could bring the Agency into disrepute.

Termination does not discharge any outstanding financial obligations. Any agency commissions or fees already accrued up to the date of termination remain payable.

SEVERANCE

If any provision of these Terms and Conditions is found to be unlawful, invalid, or unenforceable, that provision shall be deemed severed from the remainder of the Terms, which shall continue in full force and effect.

CHANGES TO THESE TERMS

We may update these Terms of Engagement from time to time. Tutors will be notified in writing of any material changes before they take effect.

GOVERNING LAW AND JURISDICTION

These Terms and Conditions, and any dispute or claim arising out of or in connection with them, their subject matter, or their formation (including non-contractual disputes or claims), shall be governed by and construed in accordance with the laws of England and Wales.

Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any such dispute or claim.

DATA PROTECTION & PRIVACY POLICY

INTRODUCTION

Superior Learning Ltd ("Superior Learning", "we", "us", or "our") is committed to protecting the privacy and security of all personal data handled in the course of our business. This policy explains how we collect, use, store, and share personal information relating to Tutors, Clients, and Students.

The data controller for Superior Learning is **Superior Learning Ltd**, Kite Studios, 2B Bassein Park Road, London, W12 9RY, United Kingdom.

We comply with the **UK General Data Protection Regulation (UK GDPR**), the **Data Protection Act 2018**, and related legislation.

LAWFUL BASIS FOR PROCESSING

At the application stage, the lawful basis for processing your data is our legitimate interest in reviewing and progressing tutor applications.
Further processing is based on your consent, except where processing is required to:

- Fulfil Superior Learning's legal obligations (for example, record-keeping, tax, or safeguarding requirements).
- Respond to formal requests from public or regulatory authorities.
- Protect the vital interests of data subjects (for example, in a safeguarding emergency).

DATA WE COLLECT

We may collect, store, and process all or some of the following personal data:

- Your full name
- Address and contact details (phone number, email address)
- Details of your training, experience, and qualifications
- DBS certificate number, issue date, and countersignatory
- References and related contact details
- Photographic ID and right-to-work documentation
- Copies of relevant qualification certificates
- Session logs and feedback notes (for Tutors)
- Client and Student contact information
- Invoicing and payment details

DATA STORAGE AND SECURITY

Your data may be stored or accessed securely on:
- Encrypted laptops, tablets, and mobile phones
- Secure cloud storage systems compliant with UK GDPR
- Password-protected computers and external drives
- Paper files kept in locked storage (where necessary)

We apply strong password authentication, restricted access to shared network drives, and regularly updated anti-virus and anti-malware software.

All networks are secured by firewalls, and emails use SPF, DKIM, and DMARC to prevent spoofing.

We also maintain regular encrypted backups and a disaster recovery process.
Any personal devices (BYOD) used for work must be encrypted and password-protected.

HOW WE USE YOUR DATA

Your data will be processed for the following purposes:
- To comply with record-keeping and HMRC obligations
- To introduce Tutors to Clients and facilitate tuition arrangements
- To contact Tutors about new opportunities for work
- To manage billing, payments, and timesheets
- To verify identity and qualifications (including DBS checks)
- To ensure safeguarding and child protection compliance
- To contact you for feedback or to resolve any queries
- To offer training opportunities or new resources
- To communicate operational or policy updates

You have the right to withdraw consent for non-essential processing at any time, though this may affect our ability to provide services.

SPECIAL CATEGORY DATA

Where tuition requires details about a Student's learning support needs or health, such data is processed only where necessary, and on the basis of:
- **Explicit consent** (Article 9(2)(a) UK GDPR); or
- **Vital interests** (Article 9(2)(c)); or
- **Safeguarding / substantial public interest** (Schedule 1, DPA 2018).

You may withdraw consent at any time; this will not affect prior processing.

LEGITIMATE INTERESTS ASSESSMENTS

Where we rely on legitimate interests (for example, tutor-client matching, service improvement, or fraud prevention), we conduct Legitimate Interests Assessments (LIAs) to ensure that our interests are balanced against your rights.
A summary of our LIAs is available upon request.

DATA RETENTION

We keep data only for as long as necessary to fulfil the purpose for which it was collected and to comply with legal or tax obligations.

Record type	**Retention period**
Client/Student contact and session records	Active relationship + **5 years**
Tutor onboarding data (DBS metadata, right-to-work, references)	Active + **5 years** (DBS **renewed every 2 years**)
Financial records (invoices, payments)	**6 years** (HMRC requirement)
Unsuccessful tutor applications	**2 years**
Complaints and dispute files	Case closure + **3 years** (or longer if required by law)

INTERNATIONAL DATA TRANSFERS

Where data is transferred or accessed outside the UK/EEA, we ensure appropriate safeguards, such as the **UK International Data Transfer Agreement (IDTA)** or the **UK Addendum to the EU Standard Contractual Clauses (SCCs)**.
You can request details of these safeguards by contacting **info@superiorlearning.co.uk**.

OUR PROCESSORS AND SUB-PROCESSORS

We use trusted third-party service providers under written data processing agreements, including:

- **TutorCruncher** (tutoring management and scheduling)
- **Stripe / Stripe Express** (secure payment processing)
- **Google Workspace / Cloud services** (email and document storage)
- **IT and cyber security providers**

All processors are contractually required to protect your data and comply with UK GDPR.

YOUR RIGHTS

Under UK GDPR, you have the following rights:
- To be informed about how your data is used
- To access the data we hold about you
- To request correction of inaccurate data
- To request erasure ("right to be forgotten")
- To restrict or object to processing
- To data portability
- Not to be subject to automated decision-making, including profiling

We will respond to privacy requests within **one (1) month** of receipt.
We may extend this by up to **two (2) months** if requests are complex or numerous, and we will inform you of any such extension.

We may request proof of identity before releasing personal information.
Requests are free of charge unless they are manifestly unfounded or excessive, in which case we may charge a reasonable fee or refuse to act.

AUTOMATED DECISION-MAKING AND PROFILING

Superior Learning does not conduct automated decision-making that has legal or similarly significant effects.

We may use light-touch profiling (e.g., subject matching and availability) to assist in manual tutor-client matching.

MARKETING AND TESTIMONIALS

We will not send marketing emails without your opt-in consent.
You may withdraw consent at any time.
Testimonials or feedback will only be published with your explicit permission.

CHILDREN'S DATA AND PARENTAL RESPONSIBILITY

Where a Student is a child, consent and communication are managed with the **parent or guardian**.
We may request evidence of parental responsibility where appropriate.
We collect only the minimum data necessary to ensure the safe and effective delivery of tuition.

DATA BREACHES

We maintain robust procedures to prevent and detect data breaches.
If a breach is likely to result in a risk to individuals, we will notify the **Information Commissioner's Office (ICO)** within **72 hours** and affected individuals **without undue delay**, where required.

COMPLAINTS AND QUERIES

We strive to uphold the highest standards when collecting and using personal data.
If you believe our processing is unfair, misleading, or inappropriate, please contact us so we can resolve your concern promptly.

If you remain unsatisfied, you have the right to complain directly to the **Information Commissioner's Office (ICO)**:

- Website: www.ico.org.uk
- Telephone: **0303 123 1113**

CHANGES TO THIS POLICY

We may update this Data Protection and Privacy Policy from time to time.
Material changes will be communicated in writing by email or highlighted on our website, and the "Last updated" date above will be revised accordingly.

CONTACT INFORMATION

If you have questions or concerns about this Policy or your personal data, please contact us:
Superior Learning Ltd
info@superiorlearning.co.uk
www.superiorlearning.co.uk
Kite Studios, 2B Bassein Park Road, London, W12 9RY

We may ask you to verify your identity before responding to certain data requests.
Thank you for trusting Superior Learning.

We are dedicated to protecting your privacy and handling your personal information responsibly.