



# Privacy Policy

Last Updated: 12th February 2025

## 1. Introduction

Science Learning Lab provides online personal tutoring and educational support to individual students, schools, and colleges. We operate web and mobile-based platforms that connect students with science tutors. We take privacy seriously and are committed to protecting it. Below, we outline what information we collect, how we use it, and how you can control it.

## 2. Information We Collect

We may collect and process the following types of data:

- **Personal Identification Information** – Name, email address, phone number, postal address, and date of birth, necessary for account registration.
- **Educational Information** – Academic records, subjects of interest, tutoring session details, and progress reports.
- **Communications** – Messages exchanged with tutors or Science Learning Lab regarding bookings or requests.
- **Payment Information** – Credit/debit card details and billing address for processing transactions.
- **Usage Data** – IP address, browser type, operating system, pages visited, and session duration.
- **Tutoring Preferences** – Tutoring support needed, availability, and school exam boards being studied.

## 3. How We Use Your Information

We collect and process personal data under GDPR compliance for the following purposes:

- Granting access to the site and user accounts.
- Facilitating communication between students and tutors.
- Processing payments for services.
- Recording lessons for child protection and quality monitoring.
- Monitoring progress to enhance tutoring support.
- Preventing fraud and ensuring network security.



- Managing administrative and IT services.
- Fulfilling contractual agreements.

### **Security Disclaimer**

While we take appropriate security measures, email communication is not encrypted. Users acknowledge that information sent via email is at their own risk. Science Learning Lab is not liable for unauthorized disclosures due to email transmission.

### **Use of Cookies**

We use cookies to enhance user experience, track site usage, and analyze website traffic. Cookies do not store personal information but help improve site functionality.

## **4. Data Sharing**

We do not sell or rent personal data. However, we may share data with:

- **Tutors** – To facilitate tutoring sessions.
- **Service Providers** – Third-party providers for payment processing, IT support, and analytics.
- **Legal Authorities** – When required by law or to protect our rights.

### **Third-Party Platforms Used:**

- **Propello** – Students may access resources through Propello; their Privacy Policy applies separately.
- **Stripe** – Online payment processing.
- **Google Analytics** – Website traffic analysis.
- **Tutorbird** – Tutee management system.
- **LessonSpace** – Online whiteboard services.
- **Wix** – Website hosting platform.

External websites linked from Science Learning Lab may have different privacy policies. Users should review those policies before using external services.

## **5. Data Retention**

We retain certain data depending on site usage, including:

- Feedback from students about tutors.



- Correspondence through internal messaging.
- Search history within the platform.
- Lesson recordings for safeguarding purposes.

## 6. Your Rights Under GDPR

Users have the following rights regarding their personal data:

- **Right of Access** – Request a copy of your data.
- **Right of Rectification** – Request corrections to inaccurate or incomplete data.
- **Right to Be Forgotten** – Request data deletion when no longer needed.
- **Right to Restrict Processing** – Limit processing under certain conditions.
- **Right to Object** – Object to specific processing, including marketing.
- **Right to Data Portability** – Request transfer of data to another service provider.

To exercise these rights, please contact us. If we have no lawful basis for retaining your data, we will delete it within 30 days of your request.

## 7. Contacting Science Learning Lab

If you have questions or concerns regarding this Privacy Policy, please contact us at:

**Email:** [lalinthika.alvares@sciencelearninglab.co.uk](mailto:lalinthika.alvares@sciencelearninglab.co.uk)

**Website:** [www.sciencelearninglab.co.uk](http://www.sciencelearninglab.co.uk)

Science Learning Lab reserves the right to update this policy at any time. Any changes will be reflected on this page.