Privacy Policy

National Tutor Supply | TutorSupply.net
Last updated: August 2026

This Privacy Policy concerns the TutorSupply.net website and the tutoring services provided by National Tutor Supply. It explains how National Tutor Supply ("National Tutor Supply", "we", "us" or "our") collects, uses, shares, stores, transfers, protects and deletes personal information relating to website users, clients, students and tutors. National Tutor Supply is committed to protecting personal information and maintaining appropriate client and tutor confidentiality.

This Policy is intended to reflect the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, the Privacy and Electronic Communications (EC Directive) Regulations 2003 (PECR), as amended, and relevant changes introduced by the Data (Use and Access) Act 2025. It should be read alongside National Tutor Supply's Terms and Conditions and, where applicable, its safeguarding and recruitment documentation.

1. Who We Are and Privacy Contact

National Tutor Supply is a sole trader based in England and Wales and operates TutorSupply.net. For the personal information described in this Policy, National Tutor Supply will normally act as the data controller.

Questions about this Policy, the use of personal information, or data protection rights should be sent to contact@tutorsupply.net. This address is also the contact point for the person responsible for overseeing privacy compliance.

2. Information That We Collect

In running our website and providing tutoring services, we may collect and process the following information:

- Client and student details, including names, email addresses, postal addresses, telephone numbers, a child's name, school year, educational background, tutoring requirements and information needed to arrange and deliver tuition.
- Information provided voluntarily when you register, book a lesson, make an enquiry, communicate through the website, or contact us by email or telephone.
- Tutor information, including name, contact details, biography, photograph, teaching or tutoring experience, subjects taught, qualifications, identity and right-to-work information, references, bank details and information connected with safeguarding or vetting.
- DBS and other criminal-offence-related information where it is necessary and lawful for safeguarding, vetting or the provision of tutoring services.
- Special category information, including information about a student's health or special educational needs where relevant to providing appropriate tutoring support.

- Technical and usage information, such as IP address, browser and device information, login information, pages viewed, referral source, visit duration, navigation paths and cookie or similar identifiers.
- Information received from third parties, such as payment providers, professional advisers, suppliers, schools, recruitment or compliance providers, and other organisations involved in providing or supporting our services.

Payment card information is processed by third-party payment providers, Stripe. National Tutor Supply does not need to retain full payment card details where those details are processed directly by the payment provider.

3. Lawful Bases and How We Use Your Information

We only process personal information where we have an appropriate lawful basis. Depending on the circumstances, this may include performance of a contract, compliance with a legal obligation, our legitimate interests where these are not overridden by your rights, or consent where consent is required.

- To register clients and tutors, administer accounts and respond to enquiries.
- To identify tutoring requirements, match tutors with clients and students, arrange assignments and facilitate tutoring sessions.
- To provide tutors with the information necessary to prepare for and deliver an assignment, including relevant client or student contact and educational information.
- To enable tutors and clients to communicate about lesson arrangements and delivery once an assignment has been agreed.
- To process client payments and make payments to tutors.
- To verify tutor identity, qualifications, experience, right to work, references and safeguarding or vetting information.
- To meet legal, regulatory, safeguarding, accounting, tax, fraud-prevention and record-keeping obligations.
- To administer, secure, troubleshoot and improve our website and services.
- To communicate service changes, operational information and other information necessary for our relationship with you.

Where we rely on legitimate interests, those interests may include operating and protecting the National Tutor Supply service, maintaining appropriate records, preventing fraud, improving services, and communicating with existing clients about relevant services. We consider whether those interests are overridden by the rights and interests of the individual.

4. Special Category and Criminal Offence Data

Some information requires additional protection. Where we process special category information, such as health information or information concerning a student's special educational needs, we identify both Article 6 lawful basis and an applicable Article 9 condition under the UK GDPR.

Where National Tutor Supply processes DBS or other criminal offence data, we identify Article 6 lawful basis and a condition authorising the processing under Schedule 1 of the Data Protection Act 2018. This may include processing necessary for safeguarding children or individuals at risk where the statutory conditions are met. We limit collection and access to what is necessary, keep appropriate records and safeguards, and maintain an Appropriate Policy Document where the law requires one.

5. Sharing Client and Student Information With Tutors

National Tutor Supply may share the broad requirements of a tutoring assignment with suitable tutors so that National Tutor Supply can identify an appropriate tutor. Before a tutor is selected, information should be limited to what is reasonably necessary for matching.

Once a client chooses or is allocated a tutor and the assignment is proceeding, National Tutor Supply may provide that tutor with the client and student information reasonably necessary to prepare for and deliver the tuition. This may include contact details, lesson requirements, educational background and relevant support information. The tutor may then contact the client to arrange lessons and communicate about the delivery of tuition.

Tutors must use client and student information only for authorised National Tutor Supply assignments and must keep it confidential and secure. They must not use the information for unrelated marketing or other unauthorised purposes.

6. Sharing Tutor Information

Tutor information may be used to create a tutor profile and to match tutors with prospective clients. Relevant profile information may be displayed on TutorSupply.net or shared with prospective clients. Contact information will be shared only where reasonably necessary for an assignment or service relationship. Tutors may request removal of their public profile by contacting contact@tutorsupply.net.

7. Other Disclosures and Service Providers

We may disclose personal information where necessary to:

- payment processors and banking providers;
- customer relationship, case-management, scheduling and booking providers;
- cloud email, document storage, collaboration, backup and IT-security providers;
- accounting, payroll and professional advisers;
- online classroom, learning or whiteboard platforms;
- compliance, identity, sanctions, fraud-prevention or regulatory-screening providers;
- schools, safeguarding bodies, regulators, law-enforcement bodies or other authorities where disclosure is required or permitted by law; and
- a purchaser or successor in connection with a genuine sale, transfer or restructuring of all or part of the business.

Where a supplier processes personal information on our behalf, we require appropriate contractual and security arrangements where required by data protection law.

8. Marketing Communications

We may send clients information about National Tutor Supply services, educational content, events, offers or updates where permitted by law. Electronic marketing will be sent in accordance with PECR and the UK GDPR. Depending on the circumstances, we may rely on consent or the applicable existing customer 'soft opt-in'. Every marketing message will provide a clear way to opt out. You may also opt out at any time by contacting contact@tutorsupply.net.

We do not sell personal information to third parties for their unrelated direct marketing.

9. Cookies and Similar Technologies

TutorSupply.net may use cookies and similar storage or access technologies. Strictly necessary technologies may be used where they are required to provide a service requested by the user or where another applicable PECR exception applies. Where consent is required for non-essential technologies, including relevant analytics or advertising technologies, they will not be used until the user has made an appropriate choice through the website's consent mechanism.

We provide information about the purposes of the technologies we use and enable users to manage relevant choices. Users can also change browser settings, although disabling necessary functionality may affect parts of the website.

10. International Transfers

Some of our tutors, clients or service providers may be located outside the United Kingdom. Personal information may therefore be accessed from or transferred to another country where this is necessary to provide our services.

Where a transfer is a restricted transfer under the UK GDPR, National Tutor Supply will use a lawful transfer mechanism. This may include UK adequacy regulations or, where appropriate, safeguards such as the UK International Data Transfer Agreement (IDTA), the UK Addendum to approved EU Standard Contractual Clauses, or another legally recognised safeguard. We will assess and apply additional protections where required.

11. Data Security and Personal Data Breaches

We take appropriate technical and organisational measures designed to protect personal information against accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access. Access is limited to people who have a legitimate business need to know the information.

No internet transmission or electronic storage system can be guaranteed to be completely secure. If a personal data breach occurs, National Tutor Supply will assess the risk and will notify the Information Commissioner's Office and affected individuals where notification is required by law.

12. Data Retention

We keep personal information only for as long as necessary for the purposes for which it was collected, including providing services and meeting legal, safeguarding, tax, accounting, contractual, dispute-resolution and regulatory requirements. Retention periods vary according to the type of information and the reason it is held. When information is no longer required, we will delete, anonymise or securely dispose of it, subject to any legal requirement to retain it.

13. Children and Young People

National Tutor Supply provides services involving children and young people and may therefore process their personal information. Where a parent or guardian provides a child's information, they confirm that they have authority to provide it. We collect only information reasonably necessary for arranging, safeguarding and delivering tuition and provide privacy information in a form appropriate to the circumstances.

Where consent is the lawful basis for a particular processing activity involving a child, National Tutor Supply will obtain valid consent from the appropriate person where required by law. Safeguarding disclosures may be made without consent where another lawful basis and applicable condition permits or requires this.

14. Your Data Protection Rights

Depending on the circumstances and the lawful basis used, UK data protection law may give you rights including access, rectification, erasure, restriction, data portability, objection, and withdrawal of consent. You also have an absolute right to object to processing of your personal information for direct marketing.

To exercise a right, contact contact@tutorsupply.net. We may ask for information reasonably necessary to verify your identity. We will respond within the applicable statutory period. For a subject access request, this is normally one month, subject to the rules that permit the response period to be paused while necessary clarification is obtained or extended in circumstances permitted by law.

We do not normally charge a fee for a subject access request. A reasonable administrative fee may be charged only where the law permits, for example where a request is manifestly unfounded or excessive or where further copies are requested.

15. Complaints

If you have concerns about how National Tutor Supply handles your personal information, please contact us first at contact@tutorsupply.net so that we can investigate. You also have the right to complain to the UK Information Commissioner's Office (ICO), the UK supervisory authority for data protection.

16. Third-Party Websites

TutorSupply.net may contain links to websites or services operated by third parties. Those organisations may act as independent controllers of information they collect directly from you. National Tutor Supply does not control their privacy practices. You should review the relevant third-party privacy information before providing personal information to them.

17. Changes to This Privacy Policy

We may update this Privacy Policy to reflect changes in our services, technology, business practices or legal requirements. The current version will be posted on TutorSupply.net with its latest update date. Where a change materially affects how we use existing personal information, we will bring the change to the attention of affected individuals where required.

18. Contacting Us

For questions about this Privacy Policy, requests to exercise data protection rights, or privacy complaints, contact:
National Tutor Supply
Email: contact@tutorsupply.net
Website: TutorSupply.net