

Tutors & Exams App – Privacy Notice

Last updated: 1st November, 2025

Tutors & Exams Limited (“we”, “our”, or “us”) respects your privacy and is committed to protecting your personal data. This Privacy Notice explains how we handle information when you use the Tutors & Exams App.

1. Who we are

Tutors & Exams Limited

Registered office: 8 Mercia Business Village, Torwood Close, Coventry, England, CV4 8HX

Company number: 09183379

Contact email for data protection: gdpr@tutorsandexams.uk

2. What this notice covers

This notice applies to all users of the Tutors & Exams App, including candidates, parents or guardians, and Tutors & Exams staff who use the app to view examination information, access resources, or request advice and support.

3. Data we collect

We do **not** actively collect or store personal data through the app itself.

However, the app may display information already held securely by Tutors & Exams as part of your existing relationship with us, such as:

- Candidate name and exam information
- Centre and timetable details
- Guidance or support materials relevant to your exams

We may also collect limited technical information automatically via analytics tools, such as:

- Device type and operating system
- App version and performance data
- Usage patterns and navigation activity (anonymised)

This technical information is used solely to improve the reliability, usability, and performance of the app.

4. Lawful basis for processing

Any processing of personal data associated with the app is based on one or more of the following lawful bases under the UK GDPR:

- Contract: To provide access to the examination-related services you have requested.
- Legitimate interests: To ensure the app functions effectively, securely, and remains up to date.
- Consent: For optional analytics or communications.

5. Cookies and analytics

The Tutors & Exams App uses Google Analytics to collect anonymous usage statistics. Analytics help us understand how the app is used so we can improve it. You can disable analytics in your device settings or by adjusting app permissions at any time.

See our Cookie Policy for further information.

6. Data storage and transfers

We do **not** store any personal data directly within the app.

Where limited analytics data is processed by Google, it may be transferred outside the UK. Google complies with UK GDPR using approved data-transfer safeguards.

7. How we protect your data

- Encryption and secure communication protocols are used.
- Access to information is limited to authorised Tutors & Exams staff.
- Regular reviews ensure compliance with data-protection standards.

8. Your rights

Under the UK GDPR, you have the right to:

- Access the personal data we hold about you;
- Request correction or deletion of inaccurate data;
- Restrict or object to processing;
- Lodge a complaint with the Information Commissioner's Office (ICO).

For more details, visit www.ico.org.uk or telephone 0303 123 1113.

To exercise any rights, please email gdpr@tutorsandexams.uk.

9. Updates to this notice

We may update this Privacy Notice from time to time. Any updates will be published in the app or on our website.