

Privacy policy

Last updated: 7th November 2025

1. Introduction

School To Medic (“we”, “our”, “us”) is committed to protecting the privacy and security of our students, parents, and tutors. This Privacy Policy explains how we collect, use, store, and share personal data in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

By engaging with our services, you agree to the terms set out in this policy.

2. Who We Are

School To Medic provides private tutoring, mentoring, and interview coaching for GCSE, A-Level, and medical school applicants.

- Data Controller: School To Medic
- Contact: info@schooltomedic.co.uk
- Designated Safeguarding Lead (DSL) & Data Protection Officer: Rajan Singh

3. Information We Collect

We may collect and process the following personal data:

Students and Parents

- Name, date of birth, contact details (email, phone number, address)
- Educational history and academic information (exam boards, grades, progress reports)
- Special Educational Needs (SEN) or relevant medical information (only where necessary for learning support)
- Session attendance and lesson notes
- Communication records (WhatsApp group messages, emails)
- Lesson recordings (see section 8)

Payment and invoicing details (processed via secure third-party providers such as Stripe)

Tutors

- Name, address, contact details
DBS certificate details
- Qualifications, experience, and references
- Payment and contractual information

We do not collect or store unnecessary sensitive data unless required for safeguarding or legal compliance.

4. How We Use Personal Data

We use your information for:

- Delivering tutoring, mentoring, and educational services
- Providing progress feedback to parents or guardians
- Safeguarding children and ensuring student welfare
- Managing lesson bookings, payments, and schedules
- Communicating with parents, students, and tutors
- Monitoring lesson quality and training tutors
- Meeting our legal obligations (e.g., safeguarding reports or DBS verification)

We will never sell your personal data or use it for unrelated marketing purposes.

5. Legal Basis for Processing

We process personal data under the following lawful bases:

- Contractual necessity: To deliver tutoring and mentoring services.
- Legal obligation: To comply with safeguarding, DBS, and data protection requirements.
- Legitimate interest: To ensure quality assurance and business administration.
- Consent: For lesson recordings and optional marketing communications.

6. Data Sharing

We only share personal data when necessary:

- With tutors working under School To Medic (bound by confidentiality and safeguarding agreements).
- With parents/guardians for progress updates and safeguarding communication.
- With relevant authorities (e.g., local safeguarding teams, police, or medical professionals) if a safeguarding concern arises.

With third-party service providers (e.g., Google Workspace, Stripe, Wix) who securely process data on our behalf under GDPR-compliant agreements.

We do not transfer data outside the UK unless equivalent safeguards are in place.

7. Data Storage & Security

We use Google Workspace (encrypted, access-controlled storage) for all lesson materials, contact information, and safeguarding records. Access is restricted to authorised personnel, including the Designated Safeguarding Lead (DSL). We take appropriate technical and organisational measures to prevent data loss, misuse, or unauthorised access.

8. Lesson Recordings

To ensure safety, quality, and compliance:

- Online lessons are recorded for safeguarding, monitoring, and training purposes.
- Recordings are stored securely on an encrypted drive accessible only by the DSL.
- All recordings are deleted automatically after 120 days.
- Recordings are never used for marketing or shared externally.
- Parents/guardians are informed before recording begins and consent is obtained during onboarding.

9. Data Retention

We retain personal data only for as long as necessary:

- Student and lesson records: 2 years after the final session.
- Safeguarding records: as required by law (typically until the child reaches 25).
- Lesson recordings: 120 days, after which they are deleted automatically.
- Financial records: 6 years for tax and accounting compliance.

Once no longer required, data is securely deleted or anonymised.

10. Your Rights

Under UK GDPR, you have the following rights:

- To access a copy of your personal data.
- To request correction of inaccurate or incomplete data.
- To request deletion (“right to be forgotten”) where applicable.
- To object to data processing or withdraw consent (e.g., for lesson recordings).
- To lodge a complaint with the Information Commissioner’s Office (ICO) if you believe your data has been mishandled.

Contact us at info@schooltomedic.co.uk to exercise these rights.

11. Cookies and Website Analytics

Our website (www.schooltomedic.co.uk) may use cookies for analytics and functionality. You can manage or disable cookies through your browser settings.

12. Changes to This Policy

This Privacy Policy will be reviewed annually or whenever regulations change. Any updates will be published on our website.

13. Contact Us

For data protection queries or to report a concern:

info@schooltomedic.co.uk