Privacy Policy

Introduction

KEY Touch Typing is committed to protecting your privacy by ensuring that all personal data we hold is protected in accordance with the Data Protection Act 1998 (Act) / EU General Data Protection Regulation 2016 (GDPR).

This privacy policy explains:

- which personal data we collect
- why we collect the data
- how we use the data
- who do we share your data with
- how we protect the data
- how long we store your data
- your rights

Personal data collected

The personal data used is to enable us to tailor the learning needs of you or your child and to keep you informed.

The personal data we hold:

- your full name
- email address
- phone number/s
- your child's name, school, school year / form age, and any special educational needs

We collect and use this information to:

- enrol on the course
- support your child with their learning and progress
- contact with you about your or your child's progress
- answer any questions you may have
- keep you and those enquiring updated with relevant information about the courses we offer
- produce class lists and fee lists with names and other details
- notify you of fees due or overdue
- administer, support, develop and continuously improve our services
- update you with you with upcoming course dates
- notify you of any changes to our course
- inform interested customers about upcoming courses
- contact you in case of an emergency
- comply with data sharing law

With your consent, we may use photographs taken of you or your child taking during our sessions or use your feedback to engage with prospective students via various social media. To protect the identity of you and your child / children, photographs will

never be identified with a full name and quotes will only include a first name and sometimes age. Your consent can be withdrawn in writing any at time.

Who do we share your data with?

We may share your data with the following:

- a school if they host our course and request information
- the software provider - only if you request technical help
- with other parents with children in the same tutoring group as your child, with your consent

We will sell or distribute any of the information you provide to us without your consent, unless mentioned above or if required to do so by law.

How do we protect your data?

Personal data from all enrolments get uploaded onto a secure cloud storage and is password protected.

How long do we store your data?

We will cease contacting you if you request us to do so, but we will retain your data for about two years after you leave the course or for six years if it id required for accounting purposes.

How do we dispose of the information?
All paperwork is scanned, filed electronically and shredded upon receipt. After the two or six year period, we delete any digital data.

Your rights with respect to your data

You have the right to:

- object to processing of personal data that is likely to cause any distress
- request that we cease direct marketing
- request to amend or correct any inaccurate personal data of you or your child
- request that we delete or stop processing your or your child's personal data
- request that we transfer your or your child's personal data to another person

If you have any questions or wish to request one of these rights, please contact us.

If you are displeased after you contact us, you have the right to complain to the Information Commissioner Office (ICO) at https://ico.org.uk/concerns/.

Privacy policy changes

Any future changes to our privacy policy will be posted to the site. You will be notified of any changes where appropriate.