

Customer Privacy Policy

Dr Ruth Trundley

Independent Maths Advisor

Introduction

This privacy notice tells you what to expect me to do with your personal information. Please read this carefully. I keep certain basic information when you contact me and enter into a contract. I recognise the importance of keeping that information secure and letting you know what I do with it.

- Contact details
- What information I collect, use, and why
- Lawful bases and data protection rights
- Where I get personal information from
- How long I keep information
- Who I share information with
- How to complain

Contact details

Telephone: 07484 661989

Email: ruth.trundley@rtmaths.uk

What information I collect, use, and why

I collect or use the following personal information for **dealing with queries, complaints or claims:**

- Names and contact details
- Addresses of schools, MATs or other organisations
- Payment details
- Purchase or service history
- Financial transaction information
- Correspondence

I collect or use the following information **for information updates or marketing purposes:**

- Names and contact details
- Marketing preferences
- Photographs
- Website and app user journey information

- Records of consent, where appropriate

I collect or use the following information only when strictly necessary in **arranging consultancy work with schools and other organisations**:

- Gender
- Date of birth
- Dietary requirements (including vegetarian, vegan, gluten free and religious requirements)

Lawful bases and data protection rights

- Under UK data protection law, I must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.
- Which lawful basis I rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask me for copies of your personal information. You can request other information such as details about where I get personal information from and who I share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)
- **Your right to rectification** - You have the right to ask me to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
- **Your right to erasure** - You have the right to ask me to delete your personal information. [Read more about the right to erasure.](#)
- **Your right to restriction of processing** - You have the right to ask me to limit how I can use your personal information. [Read more about the right to restriction of processing.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
- **Your right to data portability** - You have the right to ask that I transfer the personal information you gave me to another organisation, or to you. [Read more about the right to data portability.](#)
- **Your right to withdraw consent** – When I use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, I must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact me using the contact details at the top of this privacy notice.

My lawful bases for the collection and use of your data

My lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract - I have to collect or use the information so I can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.
- Legitimate interests – I am collecting or using your information because it benefits you, my organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. My legitimate interests are:
 - Personal information is only collected where it is necessary to arrange or transact consultancy/training work with the data subject.
 - For more information on my use of legitimate interests as a lawful basis you can contact me using the contact details set out above.
- Public task - I have to collect or use your information to carry out a task laid down in law, which the law intends to be performed by an organisation such as mine. All of your data protection rights may apply, except the right to erasure and the right to portability.

My lawful bases for collecting or using personal information **for information updates or marketing purposes** are:

- Consent – I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract - I have to collect or use the information so I can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

My lawful bases for collecting or using personal information for **arranging consultancy work with schools and other organisations** are:

- Consent - I have permission from you after I gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- Contract - I have to collect or use the information so I can enter into or carry out a contract with you. All of your data protection rights may apply except the right to object.

Where I get personal information from

- Local authorities or local councils
- Other education establishments
- No other sources

How long I keep information

I will retain your personal information for as long as necessary to fulfill the purposes outlined in this Privacy Policy, unless a longer retention period is required or permitted by law. For more information on how long I store your personal information or the criteria I use to determine this please contact me using the details provided above.

How to complain

If you have any concerns about my use of your personal data, you can make a complaint to me using the contact details at the top of this privacy notice.

If you remain unhappy with how I have used your data after raising a complaint with me, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
 Wycliffe House
 Water Lane
 Wilmslow
 Cheshire
 SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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