

Privacy Policy

We currently collect and process the following information:

- Parent/Guardian's name, postal and email address, contact phone numbers
- If the person paying is not a parent or guardian, then their name, postal and email address and contact numbers.
- Emergency contact's names and phone numbers
- Children's name, age, date of birth and school
- Information about any medical conditions, allergies or Special Educational Needs of children
- Children's written work uploaded for marking, and the marking we return

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- When signing up to our mailing list or similar customer interactions.
- When enrolling a child on one of our courses
- When one of our services and products is purchased
- When communicating to you the services and products we offer
- When uploading your child's written work for marking

We use the information that you have given to us in order to:

- Supply the services and products that we offer to you.
- Personalise your experience with our services, provide customer support, and conduct marketing activities.
- Contact you via email, SMS, post or telephone with marketing information about Test Teach and other products and services we offer.
- We may also process your data when it's necessary for our legitimate business interests, such as for improving our services and offerings, unless overridden by your data protection interests.
- We may share your data with trusted third parties to improve our service and offerings.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

1. Your consent. You are able to remove your consent at any time. You can do this by contacting us using the information at the bottom of this page.
2. We have a contractual obligation.
3. We have a legal obligation.
4. We have a vital interest.
5. We need it to perform a public task.
6. We have a legitimate interest.

How we store your personal information

Your information is securely stored on our servers in the UK. Your data may also be transferred and processed outside of the EEA. We ensure all data transfers comply with GDPR by implementing appropriate safeguards.

We keep the information we have collected from you until specified in our data retention policy. We will then dispose your information by deleting or shredding the data.

Payment processing

We use Stripe, a third-party payment processor, to handle credit and debit card payments. Stripe securely stores your card details and processes charges when needed. We keep only a secure reference to your card, not your full card information.

Marked writing (CREST)

When you upload your child's writing task through our website, we mark it with CREST, our AI-assisted marking tool. A member of our team checks every piece before it is returned to you.

We keep the scan and use copies, with your child's name removed, to check and train future versions of CREST. The marking is part of the course you have enrolled your child on. We keep the copies used for checking and training CREST on the basis of our legitimate interest in making our marking more accurate and consistent.

Keeping these copies is part of how CREST works. If you would rather we didn't keep copies of your child's writing, please don't upload it, as we can't offer CREST marking without them.

Your data protection rights

Under data protection law, you have rights including:

Your right of access – You have the right to ask us for copies of your personal information.

Your right to rectification – You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure – You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing – You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing – You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

You can contact us using the information below if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us using the contact details below.

You can also complain to the ICO if you are unhappy with how we have used your data.

Test Teach
Unit 203
Kingspark Business Centre
152-178 Kingston Road
NEW MALDEN
KT3 3ST

+44 20 8605 1095
admin@testteach.co.uk

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

+44 30 3123 1113
<https://ico.org.uk>