Privacy Policy – Tutors Point Ltd

Effective Date: Date of received
Company Name: Tutors Point Ltd

1. Introduction

Tutors Point ("we", "us") is a UK platform offering 1-to-1 live tutoring for UK students (KS1–A-Level). This policy explains how we collect, use, share, and protect personal data, drawing on practices at MyTutor.co.uk and aligning with UK GDPR and the Data Protection Act 2018.

2. Personal Data We Collect

- **Students & Parents:** Name, contact details, billing info, lesson history, communications.

- **Tutors:** Name, email, CV, qualifications, ID, DBS (if UK), teaching profile, and performance data.

- **Session Content:**

    o Real-time **word-level transcripts** for monitoring language (via ZEGOCLOUD AI)

    o **Screenshots every 3 seconds**, only optionally stored if flagged; otherwise automatically deleted.

- **Technical Data:** IP, browser, device, cookies, usage patterns.

3. Purposes & Legal Basis for Processing

- **Service delivery & contractual necessity** – matching, scheduling, conducting, and billing lessons.

- **Legal obligations** – safeguarding, tax compliance, record keeping.

- **Legitimate interests** – improving platform functionality, safeguarding content integrity (e.g., monitoring during sessions).

- **Consent** – for marketing, recorded sessions, and screenshot usage beyond default monitoring.

4. Use of ZEGOCLOUD Monitoring Mechanisms

- **AI word monitoring** ensures ethical behavior—any flagged language is reviewed and appropriate action taken.

- **Automated screenshots** taken every 3 seconds during live sessions. These are processed by AI for inappropriate content and immediately deleted if no issue is detected.

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5. How We Share Data

Shared with:

- **Payment platforms** – Stripe & Apple Pay (for billing purposes)

- **ZEGOCLOUD** – for session delivery and monitoring under signed confidentiality and data processing agreements

- **Hosting providers**

- **Legal/Regulatory bodies** as required (e.g., safeguarding authorities)

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6. International Transfers

Tutors Point employs tutors globally (e.g., Pakistan, India). We conduct transfers to third countries under **UK GDPR-compliant safeguards** (e.g., Standard Contractual Clauses).

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7. Data Retention Policy

- **Lesson recordings & screenshots**: processed and deleted within 7 days unless flagged.

- **Profile data**: retained for active accounts + statutory period.

- **Financial records**: stored for **6 years** per HMRC requirements.

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8. Your Data Rights

You may:

- Access, correct, delete, restrict, or port your data

- Withdraw marketing consent at any time
  Contact: **privacy@Tutors Point.co.uk**
  Complaints can be made to the **ICO**.

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9. Cookies & Tracking

Used for site performance, analytics, and processing sessions. Manage preferences via browser or cookie banner. See full details in our **Cookie Policy**.

10. Safeguarding Children

For users under 18, parental consent is mandatory. ZEGOCLOUD's live monitoring enhances compliance and safety.

11. Changes

We will notify changes to this policy via email or a notice on the platform.