



PRIVACY NOTICE & DATA PROTECTION POLICY

GOAT Learning

Data controller	GOAT Learning - Abbie Wyatt, Owner and Lead Tutor
Contact	goatlearning@outlook.com
ICO registration	Registered – Reference: [ADD ICO REGISTRATION NUMBER]
Effective from	September 2026
Review	At least annually and whenever data-processing practices or relevant law/guidance change

1. About this notice

GOAT Learning respects the privacy of children, parents, carers and other people who engage with the provision. This notice explains what personal information GOAT Learning collects, why it is needed, how it is used and protected, when it may be shared, and the rights individuals have in relation to their information.

GOAT Learning is the data controller for personal information collected directly in connection with its services. Abbie Wyatt, Owner and Lead Tutor, is responsible for day to day data protection arrangements and can be contacted at **goatlearning@outlook.com**.

2. The information we collect

GOAT Learning only seeks to collect information that is relevant to providing and managing its services. Depending on the nature of a child's involvement, this may include the child's name, date of birth, age or year group; parent or carer names and contact details; emergency contacts; attendance and booking information; payment and transaction records; educational information such as starting points, progress, learning needs and session notes; and correspondence with families.

Where it is necessary to provide safe and appropriate support, GOAT Learning may also hold more sensitive information, including information about a child's health, allergies, medication, disability, SEND, communication needs or other relevant support needs. Safeguarding records may also contain sensitive personal information. Such information is collected and used only where there is a clear and justified need.

Photographs, video or other media will only be collected where there is an identified purpose and an appropriate basis for doing so. Promotional use will not be treated as necessary to receive tuition and will be subject to a separate choice or consent arrangement.

3. Where information comes from

Most information is provided directly by a parent or carer when making an enquiry, completing registration information, booking a service or communicating with GOAT Learning. Information may also be generated through the delivery of sessions, such as attendance, progress or safeguarding records.



Where a child is referred or supported by a school, local authority or other professional service, relevant information may be received from that organisation. GOAT Learning will only seek or retain information that is reasonably necessary for the purpose for which it has been shared.

4. Why we use personal information

Personal information is used to respond to enquiries, register children, arrange and deliver tuition or other agreed services, communicate with parents and carers, tailor learning appropriately, maintain attendance and progress records, manage payments and administration, respond to medical or emergency needs, safeguard children, meet legal and regulatory responsibilities and establish, exercise or defend legal rights where necessary.

GOAT Learning does not sell personal information. Information collected for the delivery of the service will not be used for unrelated purposes without an appropriate lawful basis.

5. Lawful bases for using information

GOAT Learning identifies an appropriate lawful basis before using personal information. Different bases may apply to different activities. In most cases, routine information needed to arrange and provide a service to a parent or carer will be processed because it is necessary to enter into or perform a contract. Legitimate interests may also apply where information is reasonably necessary to operate and protect the provision, communicate effectively, maintain appropriate records or improve the service, provided those interests do not override the rights and interests of the individual, particularly where the information relates to a child.

Information may also be processed where this is necessary to comply with a legal obligation, to protect someone's vital interests in an emergency, or where valid consent has been given for a genuinely optional purpose. Where GOAT Learning relies on consent, that consent can be withdrawn at any time, although this will not affect processing that was lawful before withdrawal.

6. Health, SEND and other special category information

Some information GOAT Learning may need to hold, particularly health, disability and certain safeguarding information, is treated as special category data and receives additional protection under data protection law. GOAT Learning will only process this information where both an appropriate lawful basis and an additional legal condition for processing special category data apply.

Depending on the circumstances, this may include explicit consent for information that is necessary to provide a requested service, or a condition provided by law for safeguarding children or protecting an individual at risk. GOAT Learning will collect the minimum sensitive information necessary for the identified purpose and apply additional care to its storage, access and sharing.

7. Children's information

Children's personal information requires particular care. GOAT Learning will consider the child's best interests when deciding how their information is used and will explain the use of information in a clear and age-appropriate way where appropriate.

Parents and carers will usually provide information and manage the contractual relationship for younger children. However, data protection rights belong to the individual child, and a child's ability to understand and exercise those rights will be considered according to their age and capacity.



8. Sharing information

GOAT Learning will not routinely disclose personal information to third parties. Information may be shared where this is necessary to deliver the agreed service, meet a legal requirement, protect a child or another person, or use a trusted service provider for legitimate business functions.

Recipients may include a child's parent or carer, a referring school or professional where appropriate, local authority children's services, the police or other safeguarding agencies, emergency or healthcare services, professional advisers, insurers, payment providers, and technology or administrative service providers used to operate the business.

Where a safeguarding concern arises, relevant information may be shared without consent where this is necessary and lawful to protect a child or another person. GOAT Learning will not allow a desire for confidentiality to prevent appropriate safeguarding action.

9. Storage and security

GOAT Learning takes reasonable steps to protect personal information against loss, unauthorised access, disclosure, alteration or destruction. Digital information will be protected through appropriate account security and access controls.

Paper records containing personal or sensitive information, where used, will be stored securely and will not be left accessible to children or unauthorised persons.

Access to information will be limited to those who need it for a legitimate purpose. If GOAT Learning later employs staff or uses contractors who require access to personal information, appropriate confidentiality and data-protection expectations will apply.

10. How long information is kept

Personal information will not be kept for longer than it is reasonably required. Retention periods will depend on the type of information, the reason it is held, safeguarding considerations, legal or insurance requirements and whether the information may be needed to establish or defend a legal claim.

Routine enquiry information that does not lead to a booking will be deleted when it is no longer required. Financial and transaction records will be retained for the period required for tax and accounting purposes. Safeguarding and child-welfare records may need to be retained for longer because of their nature and potential future relevance. Information will be securely deleted or destroyed when the applicable retention period ends.

11. Photographs, website and marketing

GOAT Learning will not publish identifiable photographs or videos of a child for promotional or social media purposes simply because the child attends the provision. Where identifiable images are proposed for marketing or publicity, a separate and informed consent choice will be provided.

Parents and carers may withdraw consent for future use of an image where consent is the basis relied upon. GOAT Learning will take reasonable steps to stop future use following withdrawal, although it may not always be possible to retrieve material that has already been lawfully published or distributed.



12. Individual rights

Data protection law gives individuals a number of rights in relation to their personal information. Depending on the circumstances and the lawful basis being used, these can include the right to be informed about how information is used; to request access to personal information; to ask for inaccurate information to be corrected; to request deletion or restriction of information in certain circumstances; to object to certain processing; to receive certain information in a portable format; and to withdraw consent where processing is based on consent.

A request relating to personal information can be made by contacting goatlearning@outlook.com. GOAT Learning may need to confirm the identity and authority of the person making the request before releasing or changing information, particularly where a request concerns a child's records.

13. Data breaches

A personal data breach includes accidental or unlawful loss, destruction, alteration, unauthorised disclosure of, or access to personal information. GOAT Learning will take prompt steps to contain and assess any suspected breach, reduce the risk of further harm and document the incident.

Where the law requires it, a breach will be reported to the Information Commissioner's Office within the applicable timeframe and affected individuals will be informed where the risk to them requires this.

14. Questions and complaints

Questions, requests or concerns about the way GOAT Learning handles personal information should initially be sent to Abbie Wyatt at goatlearning@outlook.com. GOAT Learning will seek to resolve data protection concerns promptly and fairly.

Individuals also have the right to raise a concern with the Information Commissioner's Office (ICO), the UK's independent data protection regulator. Current contact and complaints information is available from the ICO.

15. Review

This notice will be reviewed at least annually and whenever there is a significant change to the information GOAT Learning collects, the way information is used or shared, the systems used to store it, or relevant data protection law and guidance.

Approved by: Abbie Wyatt, Owner and Lead Tutor

Effective: September 2026 | Next formal review: September 2027