

The Maths Tuition Hub – Policies

Privacy Policy – The Maths Tuition Hub

We respect your privacy and are committed to protecting your personal information. This policy explains how we collect, use, and safeguard your data in line with UK GDPR.

1. Information We Collect

- Contact details (name, email, phone number) when you make an enquiry or booking.
- Student details (age, school year, learning needs) provided by parents/guardians.
- Payment details processed securely through Wix or our payment provider (we do not store card details).

2. How We Use Your Information

- To arrange and deliver tutoring sessions.
- To send booking confirmations, reminders, and learning updates.
- To improve our services and communication.

3. Sharing of Data

We do not share your personal information with third parties, except where required by law.

4. Data Retention

We keep your information only as long as necessary for providing tutoring services and meeting legal obligations.

5. Your Rights

You have the right to access, update, or request deletion of your personal data. To do so, contact us at [insert your email].

6. Contact

For questions about this policy, please email us at [insert your email].

Terms & Conditions – The Maths Tuition Hub

By booking a session with The Maths Tuition Hub, you agree to the following terms:

1. **Services** – Tutoring is provided by Isabella Clark and other approved tutors, either online or in person. Sessions are tailored to the student's needs.
2. **Bookings** – All sessions must be booked in advance through our website or directly with us.
3. **Payments** – Payment is required in advance of the first session or package.
4. **Cancellations** – At least 24 hours' notice is required to reschedule or cancel without charge. Missed sessions without notice are non-refundable.
5. **Conduct** – Students are expected to engage respectfully. Tutors will provide a safe and supportive environment.
6. **Liability** – We are not liable for exam outcomes or results, though we aim to support each student's progress.
7. **Amendments** – We may update these terms; changes will be posted on our website.

Payment & Cancellation Policy – The Maths Tuition Hub

- Payment for all sessions and packages is due in advance.
- Sessions may be rescheduled with at least 24 hours' notice.

- Cancellations with less than 24 hours' notice are non-refundable.
- Block bookings must be used within [e.g., 3 months] from the date of purchase.
- Refunds are only provided in exceptional circumstances at the tutor's discretion.