

WHERE LANGUAGE LEARNING SHINES AND EVERY LEARNER THRIVES

Privacy Notice

Public website version | How personal information is used and protected

Effective 11 August 2026 | Contact: stellarlanguagelearning@gmail.com

In short: Personal information is used to manage enquiries and bookings, provide personalised tuition and coaching, maintain learner profiles and progress records, keep learners safe, meet legal and tax duties, and run the business. It is not sold.

Who is responsible for your information

Stellar Language Learning is a sole-trader business and is the data controller for the personal information described in this Notice. This means the business decides why and how that information is used.

Privacy questions and requests can be sent to stellarlanguagelearning@gmail.com. The sole trader's legal name and correspondence address are supplied privately to Clients before a contract is formed and are available on request for data-protection or legal correspondence.

This Notice covers prospective and current Clients, Learners, parents and guardians, emergency contacts and relevant professional contacts. It applies to website enquiries, consultations, tuition, study skills and academic coaching, payments, safeguarding and related administration.

Information collected

Depending on the service and relationship, this may include:

- names, ages or dates of birth, pronouns and contact details;
- parental responsibility, emergency contact and collection information;
- school, year group, subjects, examination boards, target grades, attainment, learning goals and work samples;
- the personalised learner profile, including language level, goals, strengths, areas for development, agreed learning plan and progress reviews;
- attendance, lesson, homework, assessment and progress notes;
- enquiries, messages, booking preferences, feedback and complaint records;
- invoice, payment and transaction information, but not full card details where a payment provider processes them;

- limited technical information needed to deliver online lessons, operate the website or protect accounts;
- relevant accessibility, health, allergy, disability, SEND or other sensitive information voluntarily provided for safe and effective tuition; and
- safeguarding concerns, disclosures, actions and referrals where necessary.

Only information reasonably necessary for a stated purpose will be collected.

Where information comes from

Information usually comes directly from the Client or Learner through the website, email, telephone, forms, the initial consultation, lessons and agreed online platforms. It may also come from a parent or guardian, an authorised school or education professional, a service provider, or a safeguarding, legal or public authority where this is lawful and necessary.

Why information is used and the lawful bases

Personal information is used only where a lawful basis applies. The main purposes and bases are:

- answering enquiries and arranging bookings - steps before entering a contract and legitimate interests;
- providing and personalising tuition or coaching - performance of the Client contract and legitimate interests concerning the Learner;
- creating and reviewing learner profiles and progress records - performance of the Client contract and legitimate interests in providing effective, tailored support;
- taking payment and keeping accounts - contract and legal obligation;
- protecting Learners and the Tutor - legitimate interests, vital interests, legal obligation or legal claims, depending on the circumstances;
- making appropriate adjustments - legitimate interests together with a suitable special-category condition where sensitive information is involved;
- handling complaints, insurance and legal matters - legitimate interests, legal obligation or legal claims; and
- optional marketing to adults - consent or legitimate interests where lawful, always with an easy opt-out.

Where health, disability, ethnicity, religion or other special-category information is used, both an Article 6 lawful basis and an Article 9 condition will be identified. Depending on the situation, the condition may include explicit consent, vital interests, legal claims or a safeguarding-related condition permitted by law.

Children and young people

Children have their own data-protection rights. Their information will be handled fairly, transparently and with their best interests as a primary consideration. Privacy explanations will be given in clear, age-appropriate language where information is collected directly from a child.

A parent or guardian will normally arrange the service, but this does not remove the Learner's individual rights. A parent does not automatically have unrestricted access to every record; the Learner's age, understanding, confidentiality and safeguarding needs will be considered.

For Learners: Information is kept so tuition can be planned safely, learning progress can be understood and the right adults can be contacted. It is not sold or used for behavioural advertising. A Learner can ask what is held about them and ask for inaccurate information to be corrected.

Sensitive and safeguarding information

Sensitive information receives additional protection, is collected only when relevant and is available only to people who need it. Data-protection law does not prevent necessary safeguarding information sharing. Consent is not required where another lawful basis permits or requires information to be shared to protect a child or another person.

Who information may be shared with

Information may be shared only where necessary, proportionate and lawful, including with:

- the Client, Learner and authorised parent or guardian, while respecting the Learner's own rights;
- trusted providers supporting email, the website, video lessons, booking, secure storage, invoicing, payments or accounting;
- an authorised school, examination professional, healthcare professional or education adviser;
- insurers, accountants, legal advisers, debt-recovery providers or courts where necessary; and
- children's social care, police, emergency services, the Local Authority Designated Officer, DBS or another safeguarding authority where necessary.

Service providers must use appropriate contractual and security arrangements. Personal information is not sold. There is no solely automated decision-making with legal or similarly significant effects, and there is no targeted direct marketing to children.

International transfers

Some technology providers may store or access information outside the United Kingdom. Where this happens, providers and safeguards designed to meet UK data-protection requirements will be used, such as UK adequacy regulations or approved contractual safeguards.

How long information is kept

Information is kept only as long as reasonably necessary. These are normal starting points and may be extended for a tax enquiry, legal claim, safeguarding reason or another lawful requirement:

Record	Normal retention starting point
Unsuccessful enquiries	Normally 6 months after the final contact.
Client, lesson, learner-profile and progress records	Normally 2 years after the final lesson, then securely deleted or anonymised unless a longer period is needed.
Financial and tax records	At least 5 years after the 31 January Self Assessment filing deadline for the relevant tax year.
Complaints and contractual disputes	Normally up to 6 years after closure where needed to establish, exercise or defend legal claims.
Safeguarding records	For a period determined by the concern, current guidance, legal advice and the need to protect children; reviewed before secure destruction.
Optional adult marketing	Until consent is withdrawn, an objection is made or the information is no longer needed; a minimal suppression record may remain to honour an opt-out.

Security

Reasonable technical and organisational measures are used, including access controls, strong passwords, secure devices, suitable backups and restricted sharing. A personal-data breach will be assessed, contained and documented, and the Information Commissioner's Office and affected people will be told where the law requires this.

Your data-protection rights

Depending on the circumstances, you may have the right to:

- be informed about how your information is used;
- request access to your personal information;
- have inaccurate or incomplete information corrected;
- request erasure or restriction;
- object to processing based on legitimate interests or to direct marketing;
- receive certain information in a portable format; and

- withdraw consent where consent is the lawful basis, without affecting earlier lawful use.

These rights are not absolute. Information may sometimes need to be retained for tax, legal-claim or safeguarding purposes. A request will normally be answered within one month after any necessary identity checks.

Website forms and cookies

This Notice should be made available before a visitor submits personal information through a website contact or booking form. Essential cookies may be used for security or basic website functions. Non-essential cookies or similar technologies will not be used without consent where consent is required by law. If analytics, advertising or other optional cookies are introduced, a separate cookie notice and suitable controls will be provided.

Questions, requests and complaints

Contact Stellar Language Learning first at stellarlanguagelearning@gmail.com. The legal name and correspondence address of the data controller can be supplied privately for a rights request, complaint or legal correspondence.

You may also complain to the Information Commissioner's Office: Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF; telephone 0303 123 1113; website ico.org.uk.

Changes to this Notice

This Notice will be reviewed at least annually and when there is a material change to the services, technology or law. The current version will be published on the website, and significant changes will be brought to current Clients' attention where relevant.

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