Privacy Policy

The Hereford Learning Hub is committed to protecting the privacy of all clients and visitors to our website as well as all clients and visitors who access our services.

We protect your data for the purposes of the GDPR (General Data Protection Regulations and related UK legislation.

When you use the Hereford-Learning-Hub platform, we automatically collect personal information about the services and how you use them. This is to ensure the adequate performance of the contract between you and us, to enable us to comply with legal obligations and given our legitimate interest in being able to provide and improve the functionalities of the Hereford-Learning-Hub platform and payment services.

All payment is handled through our website and is not held by the company itself.

We collect the information that you use such as booking, messages and resources made on the website and through the company. You may be asked to provide information about your name, address, and other contact details. You may also be asked to provide information for payment of our services.

We may use your data to provide information to our tutors to help you with your lesson requests. This will also help us to bill you for the lessons that you have completed. We keep records of all lessons taught, including planning and assessment. If you are having an online lesson, then you may be asked for your online address details. Online lessons are recorded unless you ask for them not to be.

Where you agree, we may contact you via social media such as FB messaging, text message or What’s App. Please keep us informed of any preferences by contacting us directly.

If you are using the website, we may disclose information to the tutor, which may be your name, address, and telephone no, for them to provide tuition services to you.

We may use the information that you provide to us if we are under a duty to comply with our legal obligations such as payment.

We take protecting your data seriously and take steps to protect your information from unauthorised access, accidental loss, destruction, or damage.

Unfortunately, the sending of information via the internet is not totally secure. We will take steps to ensure to protect your information that you send to us electronically, but it remains at your own risk. We follow a website design that adheres to GDPR requirements.

We will keep your data for six months after you have used our services. Any recorded lessons will be held for a year to comply with DBS certificates.

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| Contact Details | * Registration * Management of transactions * Contact information. * Marketing | * Contract * Legitimate interests such as payment * Legitimate interest to grow our business |
| Identity verification | Identification of our tutors | Contract with you  Legal obligations |
| Profile details | Pupil and tutor applications | * Contract with you * Legitimate interests to keep our records updated. * How our users use our services |
| Payment details | Transactions of billing pupils | * Legitimate interests to take payment for services |
| Location details | Fulfil contract to teaching lessons both online and in person | * Contract with you * Legitimate interests to provide service |
| Contract details | To facilitate transactions correctly and to fulfil our legal obligations to keep financial records | * Contract with you * To meet our legal obligations |

You may:

Request access to your personal data

Request correction of your personal data

Request erasure of your personal data

Object to the processing of your personal data

Rights to withdraw consent.

Request transfer of personal data

All changes to our policy will be posted on our website.

SEESAW

At Hereford Learning Hub, we are committed to a professional approach to the teaching and learning of our pupils.

Seesaw is a professional app, used by schools, teachers, parents and pupils to report on progress, create a learning journey, communicate with parents and record information on learning. We will also set homework using this app.

Seesaw is GDPR compliant, safe to use at home and school. All information about the pupil’s learning and progress at Hereford Learning Hub is stored in this programme.

**“Seesaw** will provide a safe digital learning journal for your child to document their learning creatively by periodically adding entries to it like photos, videos, drawings and notes to show you what they’re doing in class. It creates a triangle of communication between you as parents, the teacher, but also, your child.” Seesaw.

**Seesaw** is an educational platform that combines instructional tools, standards-aligned lessons, student portfolios, and inclusive communication features. [It’s designed to bring learning to life for over 25 million students, teachers, and families worldwide1](https://help.seesaw.me/hc/en-us/articles/115003713306-What-is-Seesaw). Here are some key aspects of Seesaw’s safety measures:

1. **Data Security**:
   * Seesaw uses **TLS 1.3 security** at the network level to ensure that account information and journal content are transmitted securely. It also requires a minimum of **TLS 1.2**, while older versions (TLS 1.0 and 1.1) are not supported.
   * Personally identifiable information (PII), such as names, email addresses, phone numbers, messages, and journal content, is **encrypted at rest**.
   * **Multi-Factor Authentication (MFA)** adds an extra layer of sign-in security by requiring a verification code (sent via email) in addition to the password before accessing an account.
   * Passwords are **salted and hashed** using PBKDF2.
   * Seesaw conducts **third-party security audits** to verify system security and integrity.
   * The application undergoes **penetration and security testing** by an independent third party annually.
2. **Data Storage and Redundancy**:
   * Data is stored in **access-controlled data centers** operated by industry-leading partners with extensive experience in large-scale data centers. These centers have 24/7 monitoring.
   * User information is stored redundantly and backed up in **geographically distributed data centers**.
   * Multiple distributed servers ensure high uptime and timely data availability.
3. **Access Control and Monitoring**:
   * An internal data access policy restricts access to personally identifiable information to a limited number of employees with specific business needs (e.g., technical support).
   * Employees undergo background checks, sign nondisclosure agreements, and lose access to internal systems and data upon termination.
   * Seesaw monitors systems for security breaches and inappropriate access attempts.
4. **Family and Student Access**:
   * Encrypted QR codes are used for family and student access to journal content.
   * Seesaw has taken the **Student Privacy Pledge** and signed the **National Data Privacy Agreement**.

[If you have any security concerns or believe you’ve found a vulnerability, you can report it to Seesaw via their bug bounty program2](https://help.seesaw.me/hc/en-us/articles/203258429-How-Seesaw-keeps-student-data-safe). [Remember that Seesaw is designed for safe sharing, and teachers play a crucial role in managing content and interactions within the platform3](https://privacy.commonsense.org/evaluation/seesaw:-the-learning-journal). 🌟