

Privacy Policy

Effective 15 July 2026 · England and Wales · Review: annually, or after any significant change

This Privacy Policy explains how Silver Linings Tuition (“SL Tuition”, “we”, “us”) collects and uses personal information when you use our website, tutoring services, or digital learning platform (Proton and Crucible). By using our services, you consent to this Policy.

We may update this Policy from time to time. The current version will always be available on our website.

OUR COMMITMENT

We do not use your information for third-party advertising, and we do not sell personal data to any third party.

1. Information We Collect

- Name, email address and contact number (parent or guardian, and student)
- Payment information, processed securely via GoCardless and Stripe — we do not store card or bank details ourselves
- Student year group, exam board and subject information, used to match students with an appropriate tutor
- Lesson reports, attendance records, and Retrieval Score / Confidence Rating data
- Usage data from our website and digital learning platform (for example, pages visited, questions attempted)
- Content submitted to Proton or Crucible, including written answers submitted for AI marking

2. How We Use Your Information

- To provide and manage tutoring sessions, scheduling, invoicing and reporting
- To match students with an appropriate tutor
- To provide access to and improve our digital learning tools
- To communicate with you about your account, sessions, or support queries
- To meet our legal and safeguarding obligations

3. How We Share Your Information

- With your matched tutor, solely for the purpose of providing tuition
- With **TutorCruncher, GoCardless and Stripe**, who process scheduling, video sessions and payments on our behalf
- With our AI provider, **Anthropic**, which processes text submitted to Proton and Crucible in order to generate responses and marking. We do not knowingly submit full names or other directly identifying information to this service.
- Where required by law, or to protect the safety of a student (see our Safeguarding Policy)

4. Data Retention

We retain personal data for as long as necessary to provide our services, and for a reasonable period afterward for administrative and legal purposes. Lesson reports and safeguarding records are retained for longer periods where appropriate, in line with safeguarding good practice.

5. Your Rights

Under UK GDPR, you have the right to access, correct, or request deletion of your personal data, and to object to or restrict certain processing. To exercise these rights, contact us using the details below.

6. Cookies

Our website uses only strictly necessary cookies required for core functionality, such as remaining logged in to the Study Area. We do not use tracking or advertising cookies.

7. Security

We take reasonable steps to protect your information, including using secure, reputable third-party platforms for payments, scheduling and video sessions. No method of transmission over the internet is completely secure, and we cannot guarantee absolute security.

8. Contact Us

For any privacy questions, or to exercise your data rights, contact:

Silver Linings Tuition
61 Bridge Street, Kington, HR5 3DJ
hello@sltuition.com · www.sltuition.com

Related Policies

This Privacy Policy should be read alongside our Safeguarding Policy, Code of Conduct, and Terms and Conditions, all available on our website.