

Privacy Policy

Lauren Feeley Learning

Version 1.0

Last updated: 13 July 2026

1. Introduction

At Lauren Feeley Learning, I understand that choosing educational support for your child is built on trust. Protecting your family's personal information is an important part of that trust.

This Privacy Policy explains what personal information I collect, why I collect it, how I use it, who I may share it with, how I keep it secure, and your rights regarding your information.

Lauren Feeley Learning is committed to handling personal information responsibly and in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR), the EU General Data Protection Regulation (EU GDPR), the French Data Protection Act (*Loi Informatique et Libertés*) and other applicable privacy laws.

2. Who We Are

Lauren Feeley Learning is an independent online education business providing personalised tuition, educational support and parent consultations.

Business Name

Lauren Feeley Learning

Business Owner

Lauren Feeley (Entrepreneur Individuel)

Registered Business Address

16 Place des Quinconces

33000 Bordeaux
France

SIREN

106 487 838

SIRET

106 487 838 00018

Email

hello@laurenfeeleylearning.com

For the purposes of data protection legislation, Lauren Feeley Learning is the **Data Controller**.

3. What Information We Collect

Depending on the services you use, we may collect the following information.

Parent or Carer Information

- Name
- Email address
- Telephone number
- Postal address (where required)
- Billing information

Learner Information

Where relevant to providing educational support, we may collect:

- Child's name
- Age
- School year
- Educational background
- Learning strengths
- Areas of difficulty
- SEND or additional learning needs
- Information about reasonable adjustments
- Learning goals

- Lesson attendance
- Progress records

Information is only collected where it is genuinely necessary to provide appropriate educational support.

Website Information

When you visit the website, information may be collected automatically, including:

- IP address
- Browser type
- Device information
- Pages visited
- Cookies
- Website analytics (where enabled)

Communications

If you contact Lauren Feeley Learning, we may keep records of:

- Emails
- Contact form submissions
- Getting to Know You call bookings
- Google Calendar bookings
- Messages relating to lessons or enquiries

4. How We Collect Information

Information may be collected when you:

- Complete the website contact form
- Book a Getting to Know You Call
- Email Lauren Feeley Learning
- Become a client
- Attend online lessons
- Purchase educational services
- Subscribe to future newsletters (if introduced)

We only collect information that is relevant to providing our services.

5. Why We Collect Your Information

We use personal information to:

- Respond to enquiries
- Arrange Getting to Know You calls
- Deliver online tuition
- Plan personalised learning
- Communicate with parents
- Invoice for services
- Maintain safeguarding records where necessary
- Meet legal and regulatory obligations
- Improve our services

We will never sell your personal information.

6. Legal Basis for Processing

Under the UK GDPR and EU GDPR, we rely on one or more of the following lawful bases:

Contract

To provide the educational services you have requested.

Legitimate Interests

To communicate with families, manage enquiries and improve our services.

Legal Obligation

Where we are required to keep financial or safeguarding records.

Consent

Where you have chosen to receive optional marketing communications.

You may withdraw your consent at any time.

7. Children's Information

Protecting children's privacy is extremely important.

Lauren Feeley Learning provides services to children, but personal information is normally supplied by a parent or legal guardian.

Children are not expected to provide unnecessary personal information directly.

Only information required to deliver safe, effective and personalised educational support is collected.

8. Who We Share Information With

Information may be shared only where necessary.

This may include:

- Wix (website hosting)
- Google Workspace
- Google Calendar
- Google Meet
- Accounting software
- Payment providers
- Professional advisers
- Legal authorities where required
- Safeguarding agencies where necessary

Information is **never sold** to third parties.

9. Safeguarding

Safeguarding always takes priority over confidentiality.

If Lauren Feeley Learning believes a child may be at risk of harm, information may be shared with the appropriate safeguarding agencies or emergency services without consent where legally appropriate.

10. How We Store Your Information

Reasonable technical and organisational measures are used to protect your information.

These include:

- Secure passwords
- Two-factor authentication where available
- Password-protected devices
- Secure cloud storage
- Restricted access to information
- Regular software updates

Only information that is necessary for business purposes is retained.

11. How Long We Keep Information

Records are kept only for as long as necessary.

Examples include:

Record	Typical Retention
General enquiries	Up to 3 years
Client records	During the client relationship and for the period required by French accounting and tax legislation
Financial records	In accordance with French legal requirements
Safeguarding records	For as long as safeguarding guidance or legal obligations require

Information is securely deleted when it is no longer required.

12. Your Rights

You have the right to:

- Request access to your information
- Request correction of inaccurate information
- Request deletion where appropriate
- Restrict processing
- Object to processing
- Request a copy of your information in a portable format
- Withdraw consent where consent is the lawful basis

Requests should be made using the contact details below.

13. Cookies

Lauren Feeley Learning uses cookies to help the website function correctly.

Where required by law, you will be asked to consent to non-essential cookies.

More information can be found in our separate Cookie Policy.

14. Third-Party Services

The website and business use trusted third-party providers, including:

- Wix
- Google Workspace
- Google Calendar
- Google Meet

These organisations have their own privacy policies and security measures.

15. Changes to this Policy

This Privacy Policy may be updated from time to time.

The latest version will always be available on the Lauren Feeley Learning website.

16. Contact

If you have any questions about this Privacy Policy or how your information is handled, please contact:

Lauren Feeley Learning

Lauren Feeley (Entrepreneur Individuel)

16 Place des Quinconces
33000 Bordeaux
France

Email: hello@laurenfeeleylearning.com

17. Complaints

If you are unhappy with how your personal information has been handled, please contact Lauren Feeley Learning in the first instance so we can try to resolve the matter.

Lauren Feeley Learning

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