Atox Academy

FAMILIES

Privacy Terms and Conditions

Version 1.0

Issued 21 November 2026

Atox Academy · tutoring@atox.uk

Atox Academy is a company registered in England and Wales. This document is confidential to the audience named above unless stated otherwise.

This explains, in plain English, how **Atox Academy** ('Atox', 'we') looks after the personal information of parents, guardians and students. We are responsible for it under UK data protection law. Questions: tutoring@atox.uk.

1. What we hold

- **About you:** name, email, phone, address if you give it, payment records and your messages to us. Card details are held by Stripe, never by us.
- **About your child:** name, year group, school, subjects, goals, anything you tell us about additional needs, and records of their lessons, progress, homework and messages.
- **Safeguarding records,** only where needed to keep a child safe.

We do not record lessons, so we hold no lesson video.

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2. Why we use it

- To provide, bill for and improve your child's tuition, and to match them with the right tutor.
- To keep children safe and handle any concerns.
- To handle complaints, pay tax and keep accounts, as the law requires.
- To send you news and offers, only if you agree. You can say stop at any time.

We use information about additional needs only to teach your child well.

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3. Who sees it

- Your child's tutor sees what they need to teach that child, and nothing more.
- Trusted providers that help us run Atox, such as Stripe, our hosting and email providers, Google and WhatsApp.
- Authorities such as children's services or the police, only where the law requires or a child is at risk.

We never sell personal information. If a provider handles data outside the UK, we make sure it is properly protected.

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4. How long we keep it

- Account and billing records: 7 years after your last payment.
- Lesson and progress records and messages: 2 years after the last lesson.

- Homework files: 12 months.
- Safeguarding records: 7 years after the last lesson, or longer if the law requires.

5. Your choices

You can ask to see, correct or delete your or your child's information, or to limit how we use it. Parents can do this for their child. Email tutoring@atox.uk and we will reply within one month. We may need to keep some records, such as safeguarding records, for the law.

If you are not happy with anything, please tell us at tutoring@atox.uk and we will put it right.

6. Changes

We may update this page. The latest version is always in the portal.

VERSION	DATE	CHANGE
1.0	21 November 2026	Issued