

Scientiarum Vis - Customer Privacy Notice

Registered name: Scientiarum Vis Ltd

This privacy notice tells you what to expect us to do with your personal information.

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Contact details

Email

info@scientiarumvis.com

What information we collect, use, and why

We collect or use the following information to **provide and improve products and services for clients:**

- Names and contact details
- Occupation
- Third party information (such as family members or other relevant parties)
- Payment details (including card or bank information for transfers and direct debits)

We collect or use the following personal information for **information updates or marketing purposes:**

- Names and contact details
- Profile information
- Marketing preferences
- Website and app user journey information

We collect or use the following personal information to **comply with legal requirements**:

- Name
- Any other personal information required to comply with legal obligations

We collect or use the following personal information for **dealing with queries, complaints or claims**:

- Names and contact details
- Payment details
- Purchase or service history

Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible lawful bases in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are in brief set out below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [You can read more about this right here.](#)
- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [You can read more about this right here.](#)
- **Your right to erasure** - You have the right to ask us to delete your personal information. [You can read more about this right here.](#)
- **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [You can read more about this right here.](#)
- **Your right to object to processing** - You have the right to object to the processing of your personal data. [You can read more about this right here.](#)

- **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [You can read more about this right here.](#)
- **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [You can read more about this right here.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data

Our lawful bases for collecting or using personal information to **provide and improve products and services for clients** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **information updates or marketing purposes** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information to **comply with legal requirements**:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Our lawful bases for collecting or using personal information for **dealing with queries, complaints or claims** are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

Where we get personal information from

- Directly from you

How long we keep information

Data Retention Schedule

We are committed to retaining personal data only for as long as necessary to fulfill the purposes for which it was collected or as required by law. Below is a summary of how long we retain different types of data:

<u>Category of Data</u>	<u>Purpose of Retention</u>	<u>Retention Schedule</u>
Student and Parent Contact Information	To manage tutoring services and provide support or follow-up after sessions.	Retained for 6 months after the last session or purchase . If there is no further contact, the data will be deleted.
Academic Records and Learning Progress	To support ongoing educational development or future re-enrolment.	Retained for 12 months after the last session or course completion , unless re-enrolment or another session is purchased.
Financial Records (e.g., payments, invoices)	To comply with legal obligations under HMRC requirements.	Retained for 6 years from the end of the tax year in which the Record was created .

Marketing and Communication Data	To send updates, offers, or other information (with consent).	Retained for 12 months after the last consented interaction or until consent is withdrawn.
Employee and Contractor Records	To manage employment or contract obligations and ensure compliance with legal and regulatory requirements.	Retained for 6 years after employment or contract termination , unless required for ongoing litigation.
System Logs and Website Activity Data	For security monitoring, fraud prevention, and system performance improvements.	Retained for 6 months unless required for ongoing investigations.
Parental Consent for Minors	To ensure compliance with parental consent requirements for minors.	Retained until the student reaches the age of majority (18 years) plus 3 years .

Right to Erasure

You have the right to request the deletion of your personal data at any time unless we are required to retain it by law or for legitimate business purposes (e.g., compliance with HMRC regulations). For more information on how to exercise this right, please contact us at info@scientiarumvis.com.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated

27 January 2025