

School To Medic Ltd – Privacy Policy

Last updated: 1 September 2026

1. Introduction

School To Medic Ltd (“School To Medic”, “we”, “us” or “our”) is committed to protecting the privacy and security of our students, parents, guardians, tutors, applicants and other individuals whose personal information we process.

This Privacy Policy explains how we collect, use, store and share personal information and how we seek to comply with applicable UK data protection legislation, including the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**, as amended from time to time.

This Privacy Policy applies to information collected through our website, forms, tutoring and educational services, communications, events and other interactions with School To Medic.

This policy should be read alongside any applicable Terms & Conditions relating to our services.

2. Who We Are

School To Medic Ltd provides private tutoring, educational support, mentoring, medical school application support and interview coaching for students and medical school applicants.

Data Controller: School To Medic Ltd

Company Number: 17399317

Registered Office:

Suite 2
Parkway 5, Parkway Business Centre
300 Princess Road
Manchester
Greater Manchester
M14 7HR

Email: info@schooltomedic.co.uk

Data Protection Lead & Designated Safeguarding Lead: Rajjan Singh

If you have any questions about how we use your personal information or wish to exercise your data protection rights, please contact us at info@schooltomedic.co.uk.

3. Information We Collect

The information we collect depends on how you interact with School To Medic.

Students and Parents/Guardians

We may collect:

- Full name
- Date of birth or age
- Email address
- Telephone number
- Home address and postcode
- Parent or guardian contact details
- School, college or educational institution
- Year group or year of study
- GCSE, A-Level, IB and other qualification information
- Predicted and achieved grades
- UCAT scores and individual section scores
- Medical school application information
- Contextual admissions and widening participation information
- Previous medical school application history
- Session attendance records
- Lesson notes and progress information
- Communications with students, parents, guardians and tutors
- Information provided through application, registration and feedback forms
- Payment and invoicing information
- Information relevant to safeguarding and student welfare

Where necessary for the provision of educational support or safeguarding, we may also process **special category information**, such as information concerning health, disability or special educational needs.

We will seek to limit the collection of sensitive information to what is relevant and necessary for the purpose for which it is collected.

Tutors and Staff

We may collect:

- Full name
- Home address
- Email address
- Telephone number
- Date of birth where required
- Qualifications and professional experience
- CV and application information
- References
- DBS information and verification records
- Employment or contractual information
- Payment and bank details where necessary
- Communications relating to their work with School To Medic
- Training, performance and safeguarding records

We will not collect or retain personal information that is unnecessary for the relevant purpose.

4. How We Use Personal Information

We may use personal information to:

- Provide tutoring, mentoring and educational services
- Assess and support students' educational needs
- Provide progress updates to parents or guardians
- Manage lesson bookings and schedules
- Communicate with students, parents, guardians and tutors
- Process payments and issue invoices
- Manage our business and administrative records
- Recruit and manage tutors and staff
- Conduct appropriate quality assurance and tutor training
- Maintain appropriate safeguarding arrangements
- Identify, investigate and respond to safeguarding concerns
- Comply with legal and regulatory obligations
- Respond to enquiries and complaints
- Maintain the security of our systems and services
- Improve the quality of our services
- Provide medical school application and strategic application guidance where requested
- Communicate information about our services where we have a lawful basis to do so

We will not sell personal information to third parties.

5. Lawful Bases for Processing

We will only process personal information where we have a lawful basis under applicable data protection legislation.

Depending on the circumstances, these may include:

Contract

We may process information where this is necessary to enter into or perform a contract with you, such as providing tutoring services, managing bookings or administering payments.

Legal Obligation

We may process information where necessary to comply with a legal obligation, including applicable tax, accounting, employment, safeguarding or other legal requirements.

Legitimate Interests

We may process information where necessary for our legitimate interests, such as managing and administering our business, maintaining service quality, protecting our students and staff, maintaining security and responding to enquiries, provided that those interests are not overridden by the individual's rights and interests.

Where we rely on legitimate interests, we will consider whether the processing is necessary and proportionate and whether the individual's rights and freedoms are adequately protected.

Consent

Where appropriate, we may rely on consent, particularly for optional activities such as certain marketing communications or specific uses of lesson recordings.

Where processing is based on consent, consent may be withdrawn at any time. Withdrawal of consent does not affect the lawfulness of processing carried out before withdrawal.

Special Category Information

Where we process special category information, such as information concerning health or certain other sensitive circumstances, we will identify both an appropriate Article 6 lawful basis and an applicable Article 9 condition under the UK GDPR.

6. Safeguarding and Student Welfare

The safety and welfare of our students is a priority.

We may collect and use personal information, including relevant sensitive information, where necessary to:

- Safeguard students
- Identify or respond to safeguarding concerns
- Manage risks to students, tutors or other individuals
- Communicate with parents or guardians
- Comply with safeguarding obligations
- Cooperate with appropriate authorities where necessary

Where we have a reasonable safeguarding concern, we may share relevant information with appropriate organisations or authorities where permitted or required by law.

This may include safeguarding teams, social services, the police, emergency services or other relevant professionals.

We will only disclose information that is relevant and proportionate to the circumstances.

7. Address Information and Safeguarding

We may collect a student's or parent's home address and postcode where necessary for legitimate business, safeguarding, identification or service-delivery purposes.

For students under 18, address information may be particularly important for safeguarding and emergency contact arrangements.

Address information will be treated as confidential personal information and will only be accessible to authorised individuals who require it for legitimate purposes.

8. Data Sharing

We may share personal information where necessary with:

- Tutors and staff working with School To Medic
- Parents or legal guardians, where appropriate
- Payment and accounting providers
- IT and software providers
- Website and form providers
- Email and communication providers
- Cloud storage providers
- Professional advisers
- Relevant authorities where required or permitted by law
- Emergency services or safeguarding organisations where necessary to protect an individual

Examples of technology and service providers we may use include **Microsoft 365, Microsoft Teams, Google Workspace, Stripe, GoCardless and Xero**, where applicable to the service being provided.

Third-party service providers that process personal information on our behalf will be subject to appropriate contractual and data protection arrangements.

We do not sell personal information to third parties.

9. International Data Transfers

Some of the service providers we use may process or store personal information outside the United Kingdom.

Where personal information is transferred outside the UK, we will take appropriate steps to ensure that the transfer is carried out in accordance with applicable UK data protection legislation and that appropriate safeguards are in place.

These safeguards may include adequacy regulations, appropriate contractual safeguards or other legally recognised transfer mechanisms.

10. Data Storage and Security

We take appropriate technical and organisational measures to protect personal information against:

- Unauthorised access
- Loss
- Accidental destruction
- Unauthorised disclosure
- Misuse
- Alteration

Personal information may be stored using secure cloud-based systems, including Microsoft 365, Google Workspace and other systems used by School To Medic.

Access to personal information is restricted to authorised individuals who require access for legitimate business, educational, administrative or safeguarding purposes.

We regularly review our systems and procedures to maintain appropriate security.

11. Lesson Recordings

Where online lessons are recorded, we will inform students and/or their parent or guardian before recording begins.

Lesson recordings may be used for legitimate safeguarding, quality assurance and tutor-training purposes.

Where appropriate, we will obtain consent before recording.

Recordings:

- Are stored securely
- Are accessible only to authorised personnel
- Are not sold or provided to unrelated third parties
- Are not used for advertising or marketing without appropriate permission
- Will normally be deleted after **120 days**, unless a longer retention period is reasonably necessary, for example because of a safeguarding concern, complaint, investigation or legal requirement

Where consent is relied upon for recording, consent may be withdrawn. However, withdrawal will not affect the lawfulness of recordings made before consent was withdrawn.

12. Data Retention

We retain personal information only for as long as reasonably necessary for the purposes for which it was collected, taking into account our legal, regulatory, safeguarding and business requirements.

Our intended retention periods include:

Student and lesson records: Up to 2 years after the final session.

Lesson recordings: Normally 120 days.

Financial and accounting records: Typically 6 years, where required for tax and accounting purposes.

Safeguarding records: Retained in accordance with applicable safeguarding requirements and our safeguarding procedures.

Tutor recruitment records: For as long as reasonably necessary for recruitment and legal purposes.

Tutor contractual records: For the duration of the relationship and thereafter as required for legal, accounting or business purposes.

Retention periods may be extended where necessary to comply with a legal obligation, deal with a complaint or dispute, protect students or respond to a safeguarding matter.

When personal information is no longer required, we will securely delete it or anonymise it where appropriate.

13. Your Data Protection Rights

Under applicable UK data protection law, you may have the right to:

- Request access to personal information we hold about you
- Request correction of inaccurate or incomplete information

- Request deletion of personal information where applicable
- Request restriction of processing in certain circumstances
- Object to certain processing
- Request data portability where applicable
- Withdraw consent where processing is based on consent

These rights are subject to certain legal exceptions and are not absolute.

To exercise your rights, please contact:

info@schooltomedic.co.uk

We may need to verify your identity before responding to a request.

If you are dissatisfied with how we have handled your personal information, you also have the right to complain to the **Information Commissioner's Office (ICO)**.

14. Children's Information

School To Medic provides services to children and young people.

We recognise that children require particular consideration when their personal information is processed.

We seek to ensure that information collected from children is:

- Relevant and proportionate
- Used for clear and legitimate purposes
- Protected appropriately
- Only accessible to individuals who require it
- Handled in a manner appropriate to the child's age and circumstances

Where appropriate, we may communicate with a parent or legal guardian regarding a student's education, welfare, safeguarding or use of our services.

15. Marketing Communications

We may contact customers or prospective customers about School To Medic's services where permitted by applicable law.

Where consent is required, we will obtain appropriate consent before sending marketing communications.

You can opt out of marketing communications at any time by contacting us or using the unsubscribe mechanism provided in the communication.

We will not sell personal information to marketing organisations.

16. Cookies and Website Analytics

Our website may use cookies and similar technologies for purposes including:

- Website functionality
- Security
- Analytics
- Understanding how visitors use our website
- Improving our services

Where applicable, cookies requiring consent will only be used in accordance with applicable privacy and electronic communications legislation.

You can manage certain cookie preferences through our website's cookie controls and your browser settings.

17. Third-Party Websites

Our website may contain links to third-party websites or services.

We are not responsible for the privacy practices, content or security of third-party websites.

We recommend reviewing the privacy policy of any third-party website before providing personal information.

18. Data Breaches and Security Incidents

If we become aware of a personal data breach, we will assess the incident and take appropriate steps to contain, investigate and remedy it.

Where required by law, we will notify the Information Commissioner's Office and/or affected individuals within the applicable statutory timeframe.

19. Changes to This Privacy Policy

We may update this Privacy Policy from time to time to reflect:

- Changes to our services
- Changes to how we process personal information
- Changes to our technology providers
- Changes in data protection legislation or regulatory guidance
- Changes to our safeguarding procedures

The latest version will be published on our website.

Last updated: 1 September 2026

20. Contact Us

If you have questions about this Privacy Policy, wish to exercise your data protection rights or have concerns about how we handle personal information, please contact:

School To Medic Ltd

Company Number: 17399317

Registered Office:

Suite 2
Parkway 5, Parkway Business Centre
300 Princess Road
Manchester

Greater Manchester
M14 7HR

Email: info@schooltomedic.co.uk

Data Protection Lead & Designated Safeguarding Lead: Rajjan Singh