# Mahmoud Tuition Ltd - Website Legal Policies

This pack contains the three website legal documents: the Privacy Policy, Website Terms of Use, and Cookie Policy.

**Status: Final V1, 26 August 2026.**

# Privacy Policy

*Last updated: 10 August 2026*

Mahmoud Tuition Ltd ("we", "us", "our") provides small-group, in-person GCSE and A Level tuition in Sciences, Maths and English. This policy explains how we collect, use and protect personal data when you visit our website at mahmoudtuition.co.uk, enquire about classes, or enrol a student with us.

## 1. Who we are

Mahmoud Tuition Ltd is the data controller for the personal data described in this policy.

- Company name: Mahmoud Tuition Ltd
- Company number: 17369103
- Registered office: 128 City Road, London, EC1V 2NX
- Contact email: info@mahmoudtuition.co.uk
- Data protection contact: Hassan Mahmoud - info@mahmoudtuition.co.uk

## 2. What personal data we collect

Depending on how you interact with us, we may collect:

- Parent/guardian name, email address, phone number and postal address
- Student name, date of birth or year group, school, and the subjects/level (GCSE or A Level) they are enrolling for
- Enquiry and message content submitted through our contact form
- Enrolment and class attendance records
- Payment information processed for class fees (card details are handled directly by our payment processor, Stripe - we do not store full card numbers)
- Technical and usage data such as IP address, device/browser type, and pages visited, collected via cookies including Google Analytics (see our Cookie Policy)

## 3. How we use your data and our lawful basis

We use personal data to:

- Respond to enquiries and arrange class enrolment (performance of a contract, or steps taken at your request prior to entering one)
- Deliver and administer tuition classes, including attendance and progress records (performance of a contract)
- Process payments for fees (performance of a contract; and our legitimate interest in being paid for services provided)
- Meet our legal and safeguarding obligations, including verifying tutor DBS checks (legal obligation)
- Send administrative emails about bookings or classes (performance of a contract)
- Understand how visitors use our website via Google Analytics, where you have given cookie consent (consent)
- With your consent, send other communications (e.g. availability of new classes) - you may withdraw this consent at any time

## 4. Children's data

Our students are typically aged 14–18 (GCSE and A Level age). Enrolment is arranged by a parent or guardian, who provides consent and enters into the enrolment agreement on the student's behalf. We collect only the student data needed to deliver tuition safely and effectively, and we take particular care with how this data is stored and who can access it.

## 5. Who we share your data with

We share personal data only with the third parties who help us run the business, under contracts that protect your data:

- Stripe (or our equivalent payment processor) - to process card payments
- Brevo - our email service provider, used to send messages from our contact form and administrative emails
- CookieYes - our cookie consent management provider
- Google Analytics - to understand website traffic and usage, where you have consented to analytics cookies
- Regulators or authorities where we are legally required to disclose information, including safeguarding concerns

We do not sell personal data, and we do not share it with third parties for their own marketing purposes. Our company formation agent handles only company-level information (such as our registered office and director details) for Companies House purposes - they never receive parent, guardian or student data.

## 6. International transfers

Some of our service providers may process data outside the UK. This includes Google Analytics, which may process data on servers outside the UK. Where this happens, we rely on appropriate safeguards recognised under UK GDPR, such as the provider's own UK/EU data protection addendum or standard contractual clauses.

## 7. How long we keep your data

We keep enquiry data that does not lead to enrolment for 12 months before deleting it. Enrolment, attendance and payment records are kept for as long as the student is enrolled and for 6 years afterwards to meet our accounting, insurance and safeguarding obligations. Safeguarding concern records are kept until the student's 25th birthday, in line with the same principle schools use under Keeping Children Safe in Education, as a concern may only surface years later. DBS certificate copies are destroyed 6 months after receipt; we keep only the date, reference and outcome for the rest of the tutor's engagement plus 6 years. Google Analytics data is retained for 14 months (GA4 maximum), or shorter if configured before automatic deletion.

We don't keep a photo library. Where a parent has given photography or media consent, any photo or video, whether it's used or not, is deleted from our storage within 2 weeks of being taken. If it's used for social media content, the published post itself stays live on that platform until removed, but we don't keep our own copy beyond the 2 weeks. Full detail is in our separate Photography and Media Consent form.

## 8. Your rights

Under UK GDPR you have the right to:

- Access the personal data we hold about you
- Ask us to correct inaccurate data
- Ask us to delete your data, where applicable

- Object to or restrict certain processing
- Ask for your data in a portable format
- Withdraw consent at any time, where processing is based on consent

To exercise any of these rights, contact us at info@mahmoudtuition.co.uk. If you are not satisfied with our response, you can complain to the Information Commissioner's Office (ICO) at ico.org.uk.

## 9. Cookies

Our website uses cookies, including for the enquiry form to work correctly, and - where you consent - Google Analytics. Full details are set out in our separate Cookie Policy.

## 10. Security

We use appropriate technical and organisational measures to protect personal data, including secure hosting, restricted access to enrolment records, and using reputable, GDPR-compliant processors for payments and email. No online service can guarantee complete security, but we take reasonable steps to protect your data.

## 11. If something goes wrong

If we become aware of a personal data breach that is likely to be a risk to your rights and freedoms, we will notify the ICO within 72 hours where required, and will inform you directly if the breach is likely to result in a high risk to you.

## 12. Changes to this policy

We may update this policy from time to time. The "last updated" date at the top shows when it was last revised. Significant changes will be highlighted on our website.

## 13. Contact us

If you have any questions about this policy or how we handle your data, contact us at info@mahmoudtuition.co.uk or write to us at 128 City Road, London, EC1V 2NX.

# Website Terms of Use

*Last updated: 10 August 2026*

These Terms of Use govern your use of the Mahmoud Tuition Ltd website at mahmoudtuition.co.uk. By using this website, you agree to these terms. If you do not agree, please do not use the site.

These terms cover use of the website itself. They do not cover the terms on which classes are booked and delivered - those are set out in our separate Terms of Enrolment, provided when you enrol a student.

## 1. Who we are

- Company name: Mahmoud Tuition Ltd
- Company number: 17369103
- Registered office: 128 City Road, London, EC1V 2NX
- Contact email: info@mahmoudtuition.co.uk

## 2. Use of this website

This website is provided to give information about our GCSE and A Level tuition classes in Sciences, Maths and English, and to allow parents/guardians to enquire about and enrol students in classes. You agree to use the site only for lawful purposes and not to attempt to disrupt, hack, or misuse it.

## 3. Accuracy of information

We take reasonable care to keep the information on this website accurate and up to date, including class availability, pricing and minimum class sizes. However, details such as pricing, tutor availability and class schedules may change, and we recommend confirming current details with us directly before relying on them.

## 4. Intellectual property

All content on this website - including text, logos, and design - belongs to Mahmoud Tuition Ltd or its licensors, unless stated otherwise. You may view and print pages for your own personal, non-commercial use, but may not copy, reproduce or republish content without our permission.

## 5. Enquiries, bookings and payments

Submitting an enquiry through this website does not guarantee a place in a class. Enrolment is confirmed only once we have accepted a booking and, where applicable, payment has been processed. Payment is not taken through this website; once a place is confirmed we send a secure Stripe payment link separately, by email or message, and your card details are handled directly by Stripe, not by us.

## 6. Links to other websites

Our website may contain links to third-party websites. We are not responsible for the content or privacy practices of any website we do not operate.

## 7. Liability

We provide this website on an "as is" basis and do not guarantee it will always be available, secure or error-free. To the extent permitted by law, we are not liable for any loss or damage arising from your use of, or inability to use, this website. Nothing in these terms limits our

liability for matters which cannot legally be limited or excluded, such as death or personal injury caused by our negligence.

## 8. Governing law

These terms are governed by the laws of England and Wales, and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

## 9. Changes to these terms

We may update these Terms of Use from time to time. Continued use of the website after changes are posted means you accept the updated terms.

## 10. Contact us

Questions about these terms can be sent to info@mahmoudtuition.co.uk.

# Cookie Policy

*Last updated: 10 August 2026*

This Cookie Policy explains how Mahmoud Tuition Ltd uses cookies and similar technologies on our website at mahmoudtuition.co.uk, and how you can manage your preferences.

## 1. What are cookies

Cookies are small text files placed on your device when you visit a website. They help the site function properly, remember your preferences, and - where you consent - help us understand how visitors use the site, including through Google Analytics.

## 2. How we use cookies

We use the following categories of cookies:

| Category | Example cookies | Purpose | Duration |
|---|---|---|---|
| Strictly necessary | CookieYes consent cookie, WordPress session cookies | Required for the site to function; cannot be switched off | Session / up to 12 months |
| Functional | None currently set | Remembers choices you make on the site | N/A |
| Analytics | Google Analytics: _ga, _ga_*, _gid | Helps us understand how visitors find and use the site (page views, traffic source, approximate location) | _ga / _ga_*: up to 13 months (browser cookie lifetime). _gid: 24 hours. Separately, Google retains the associated analytics data for 14 months per our Google Analytics settings – see Privacy Policy. |

## 3. Managing your cookie preferences

When you first visit our website, a cookie consent banner (powered by CookieYes) lets you choose which categories of cookies to accept, beyond those that are strictly necessary. Analytics cookies, including Google Analytics, only run after you have given consent.

You can change your preferences at any time using the "Cookie Settings" link in the website footer.

You can also control or delete cookies through your browser settings, or opt out of Google Analytics specifically using Google's Analytics Opt-out Browser Add-on. Blocking some cookies may affect how parts of the site - such as the enrolment enquiry form - work.

## 4. Third-party cookies

Some cookies are set by third parties who provide services on our site, such as Google for analytics. These third parties have their own privacy and cookie policies, which we recommend you review.

## 5. Changes to this policy

We may update this Cookie Policy from time to time, for example if we start using a new tool that sets cookies. The "last updated" date above shows when it was last revised.

## 6. Contact us

Questions about our use of cookies can be sent to info@mahmoudtuition.co.uk.

*Last reviewed: 26 August 2026* *Next review due: 26 August 2027*