



# Privacy Statement for Home Subscribers to Maths-Whizz

## Introduction

When you are exploring whether to subscribe to Maths-Whizz by undertaking a free trial and/or you have become a subscriber and your child is using Maths-Whizz, Whizz Education will have some personal details about you and your child. We want to explain why we have that information, how we use, manage and protect that information and your rights relating to it. The information we hold is called Personal Data which means data from which you and your child could be identified.

## What Personal Data do we have about you and your child?

We will usually know:

1. Your name
2. Your email address
3. Your physical address
4. Your telephone number
5. Your gender
6. Information relating to your method of payment for the subscription
7. The name of each child for whom you are subscribing
8. Each child's date of birth and gender

We also record when your child uses Maths-Whizz, what Maths-Whizz exercises he or she does and their scores in those exercises.

All of the above constitutes Personal Data.



## Where did we get your data from?

Directly from you through your use of free trial, registration and enquiry forms on our website.

## What is the legal basis and purpose for our holding your Personal Data?

We need to hold your Personal Data in order to set up a free trial and/or a subscription and thereafter to continue to keep you informed about how well your student(s) are doing as they use Maths-Whizz. We need each child's data so that they may use Maths-Whizz effectively. So, our legal basis and purpose in holding your and your child's Personal Data is so that we can enter into and then operate our contract with you and provide the services we have agreed to supply.

## What we do with your Personal Data?

When you first register, we may first use your Personal Data to conduct credit checking by a credit reference agency who may record that a credit check has been made, and to disclose your details including account details to a bank, credit card operator or other payment processor for the purposes of setting up a continuous payment authority and/or collecting direct debits. Thereafter, we use your Personal Data mainly to collect your subscriptions and to communicate with you concerning your child's use of Maths-Whizz.

We use Personal Data regarding your child to enable your child to access Maths-Whizz Tutoring effectively and so that we can report to you how your children using Maths-Whizz are progressing in maths. We consolidate anonymised data about your child's use of Maths-Whizz with similar data concerning other students and share such data (which is no longer Personal Data) with you, other subscribers to Maths-Whizz and/or to third party organisations.

We may also use Personal Data concerning you to conduct market surveys or to communicate with you about other products or services we offer (provided you agree to receive such information), or your child's data to run competitions.

We may also use your and/or your child's data to facilitate cookies (see below).

## Who else do we give access to your information and why?

No-one outside our group of companies.

## What we don't do with your Personal Data

- We do not use Personal Data regarding you for profiling or automated decision making.



- We do not transfer Personal Data regarding you outside of the European Union except when we use cloud services like Amazon outside the European Union. Whizz Education has agreements with them to keep your data safe.

## How do we protect your Personal Data?

The Company takes the protection and security of your Personal Data very seriously and is making sure that we comply with the General Data Protection Regulation (GDPR). You can view our Data Protection Policy [here](#).

## How long do we keep your Personal Data?

We may keep your Personal Data after your child stops using Maths-Whizz since we will have a legitimate interest in holding your data for marketing purposes and to develop our systems and products. However, we shall not send you emails unless you have consented to receive them. When your child's subscription comes to an end, we will keep their Maths-Whizz lesson history but, within 60 days of the subscription ending, it will no longer be possible for anybody to know that it is data relating to your child.

## What are your Personal Data rights?

If, at any time, you believe the Personal Data we hold on you is incorrect, you want us to correct or delete that data, or you no longer want us to hold that data or contact you, you can exercise your rights under the GDPR by submitting a Subject Access Request form available [here](#). These rights include:

- The right to find out what Personal Data about you we hold
- The right to have us correct any incorrect or incomplete Personal Data about you
- The right, in some circumstances, to ask us to delete Personal Data about you
- The right, in some circumstances, to ask us to stop processing Personal Data about you
- The right, in some circumstances, to object to us processing Personal Data about you

Please note, save where required to do so by law, we will not delete Personal Data that is required to maintain our business purpose or that is required to facilitate your child's use of Maths-Whizz.

For more information about your Personal Data rights please visit the Information Commissioner Office website at: <https://ico.org.uk/for-organisations/data-protection-reform/overview-of-the-gdpr/individuals-rights/>

## How about cookies?

We use cookies to help personalise your and your child's use of Maths-Whizz. A cookie is a small piece of information which is sent to your computer's hard drive by the web server so that the website can remember who you and/or the nominated Student are. This information may include information relating to your use of our sites, information about your computer such as the computer's IP address and browser type, demographic data and, if you arrived at our site via a link from a third party site, the URL of the linking page. If you are a Subscriber this may include your name and email address for verification purposes and become additional Personal Data.

We use information from cookies for purposes which may include:

- identifying returning Subscribers and nominated Students and allowing Subscribers and nominated Students to be presented with a personalised version of Maths-Whizz
- enabling you to move more easily around our site
- tracking your use of our site to better develop our site in accordance with your requirements
- building up a demographic profile

You can delete cookies from your hard drive at any time. However this will mean that any settings will have to be reset. You can set your internet browser so that it will not allow cookies to be stored on your computer. This may reduce functionality of our site, prevent access to subscriber-only areas of the site and mean that certain features or content will not be available to you. Further information on how to prevent cookies from being stored on your computer can be found on <http://www.allaboutcookies.org> under the 'manage cookies' section. Alternatively go to the help menu within your internet browser.

The essential cookies required to facilitate your use of Maths-Whizz cannot be individually consented to and our lawful basis for such cookies is the operation of our contract with you.

From time to time we may permit third party companies to set cookies on [www.whizz.com](http://www.whizz.com) and Maths-Whizz for purposes which may include market research or to improve functionality of the site.

These non-essential cookies will be the subject of opt-in and opt-out procedures.

## Who do I contact if I have an issue with my Personal Data that you hold?

Please send Ray Douse a message at [dpo@whizz.com](mailto:dpo@whizz.com).

Ray fulfils the role of Data Protection Officer for Whizz.



## How do I make a complaint about how my Personal Data is being held or processed?

If you wish to raise a complaint on how we have handled your Personal Data, you can contact our Data Protection Officer who will investigate the matter.

If you are not satisfied with our response or believe we are processing your Personal Data not in accordance with the law, you can complain to the Information Commissioner's Office (ICO). Their Helpdesk number is 0303 123 1113.