# Privacy Notice

Learning Lighthouse - Rooted in Tradition, Built for Today

**Last updated:** 14 October 2026

Our approach is simple: we collect only the information needed to take bookings, deliver lessons, communicate with families and keep the service running safely. We do not sell family or children's information.

## 1. Who this notice applies to

This notice applies to parents and guardians who visit our website, contact Learning Lighthouse or make a booking, and to children whose details are provided by a parent or guardian so they can attend a lesson. Bookings and payments should be made by an adult.

## 2. What information we collect

- Parent or guardian name and contact details.
- The child's name, age or date of birth, and the class or level booked.
- Booking information such as subject, date, time, booking reference and attendance.
- Payment status and transaction information. Full card details are handled by the payment provider rather than Learning Lighthouse.
- Messages sent by email or through the booking system.
- Basic technical information needed for website security, booking functions and cookies.
- Information a parent chooses to share because it is genuinely relevant to helping the child take part in lessons.

## 3. Why we use this information

- To manage bookings and available places.
- To send confirmations, reminders and lesson access information.
- To deliver live online lessons and keep attendance records.
- To answer questions, deal with changes or complaints, and provide customer support.
- To keep the website, booking system and online classroom secure.
- To meet reasonable legal, accounting and record-keeping requirements.
- To send optional newsletters or offers only where permitted.

## 4. Children's information

We keep children's information to a minimum. In most cases, the parent or guardian provides what is needed for booking and participation. We do not sell children's information, use it for behavioural advertising, or ask children to sign up for marketing.

During a Zoom lesson, other participants may see or hear a child while the camera or microphone is switched on. A child may be asked to switch the camera on briefly so the teacher can confirm that the correct pupil is present; it may then be switched off in line with the classroom rules.

## 5. Sensitive information

Parents do not need to give Learning Lighthouse detailed medical or personal information. If there is something practical the teacher genuinely needs to know to help a child participate safely or effectively, please share only what is relevant.

## 6. Who may receive information

We use trusted services to operate Learning Lighthouse. These may include:

- Bookeo or another booking platform;
- Zoom or another live teaching platform;
- the payment provider connected to the booking system;
- our website, hosting and email providers;
- professional advisers or authorities where genuinely necessary.

We share only the information reasonably needed for the service involved. Third-party providers may also have their own privacy notices.

## 7. Lesson recordings

Learning Lighthouse does not routinely record lessons. If a particular session is ever recorded for a specific reason, families will be told in advance and the purpose and handling of the recording will be explained.

## 8. Marketing

Booking confirmations, reminders and timetable changes are service messages, not marketing. Optional newsletters or promotional messages will only be sent where permitted, and adults can unsubscribe or opt out at any time. We do not send direct marketing to children.

## 9. How long we keep information

We keep information only for as long as it is reasonably needed. Booking and payment records may need to be kept for accounting, tax, insurance or dispute purposes. Routine messages and lesson-administration records are kept only for a proportionate period. Information no longer needed will be deleted or securely disposed of where appropriate.

## 10. Keeping information secure

We use reasonable security measures such as password-protected accounts, access controls and reputable third-party platforms. Parents should also keep booking emails, account details and Zoom links private.

## 11. Cookies

Our website may use essential cookies so that the site and booking functions work properly. Optional analytics or similar non-essential cookies will be handled through the website's cookie controls where required. More detail is provided in our separate Cookie Policy.

## 12. Your privacy rights

Depending on the law that applies, a parent or guardian may have rights to ask what personal information we hold, correct inaccurate information, request deletion in some circumstances, object to certain uses of information, or withdraw consent where consent is being relied upon. We may need to confirm the identity and authority of the person making a request before releasing information relating to a child.

## 13. Contacting us about privacy

**learninglighthouseuk@gmail.com**

## 14. Changes to this notice

We may update this notice if our services, providers or legal obligations change. The current version will be published on the Learning Lighthouse website.