

Terms of Service

Last updated: June 2026

1. Introduction

These Terms of Service ("Terms") govern your use of the Bespoke Maths Tuition website and tutoring platform, operated by Bespoke Maths Tuition ("we", "us", "Matt"). By creating an account, booking a session, or otherwise using the platform, you agree to these Terms. If you do not agree, please do not use the service.

If you have any questions about these Terms, please contact us at admin@contact.bespokemathstuition.co.uk.

2. Eligibility & accounts

- Accounts are registered and held by a parent or guardian, who must be aged 18 or over.
- The parent or guardian adds their child or children as students on their account and books all sessions on the student's behalf. Students do not register or book their own sessions, regardless of their age.
- A parent or guardian may create a separate student login so the student can attend their sessions and view their own bookings and resources. The account, all bookings, and all payments remain the responsibility of the parent or guardian.
- You agree to provide accurate information when registering, to keep login credentials secure, and you are responsible for all activity under your account, including any student login you create.

3. The service

- We provide online one-to-one and group Maths tutoring. Sessions are typically one hour long.
- Sessions are booked by the parent or guardian for a named student on their account.
- Sessions are delivered through our purpose-built tutoring platform, which includes a shared whiteboard, a resource library, and homework set and marked by the tutor.
- Tutoring is a teaching service intended to support learning; we do not guarantee any particular grade, exam result, or outcome.

4. Bookings, payments & cancellations

- All bookings are made and paid for by the parent or guardian, either by card or using pre-purchased session credits.
- Prices are as shown on our Pricing page at the time of booking.
- Payments are processed securely by Stripe; we do not store your card details. Sessions should be

paid for in line with the arrangement shown at checkout.

- To cancel or rearrange a session without charge, we ask for at least 24 hours' notice.
- Sessions cancelled with less than 24 hours' notice, or missed without notice, may be charged in full.
- If we have to cancel a session, we will offer you a reschedule or a refund.

5. Acceptable use

You agree to use the platform respectfully and only for its intended purpose. In particular, you must not:

- misuse the platform or attempt to gain unauthorised access to it;
- disrupt sessions or harass the tutor or other users;
- share your account, or use another person's account.

We may suspend or terminate access where these Terms are breached.

6. Intellectual property

- All worksheets, resources, materials, and the platform itself remain the property of Bespoke Maths Tuition.
- You are granted a personal, non-transferable licence to use them for the student's own learning.
- You may not copy, redistribute, resell, or publish our materials without written permission.

7. Safeguarding

- Matt holds an Enhanced Disclosure and Barring Service (DBS) certificate, and we are committed to the safety and wellbeing of every student.
- A parent or guardian must be present at the start of every session to see the student settled with the tutor.
- The parent or guardian remains responsible for the student throughout the session and should be contactable for its duration.
- We expect respectful conduct from everyone using the platform, and we may take appropriate action, including involving the relevant authorities, where there are safeguarding concerns.

8. Liability & disclaimers

- The platform is provided on an "as is" basis. While we work to keep it reliable and available, we do not guarantee uninterrupted access.
- To the fullest extent permitted by law, we are not liable for indirect or consequential losses, or for outcomes such as exam results.
- Nothing in these Terms limits liability that cannot be excluded under law.

9. Changes & termination

- We may update these Terms from time to time; the "last updated" date above shows when they were last changed, and continued use of the platform means you accept the updated Terms.
- You may stop using the service and delete your account at any time.

- We may suspend or close an account where these Terms are breached.

10. 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.

Privacy Policy

Who we are

The data controller for this website is Bespoke Maths Tuition. If you have any questions about this policy or how your data is used, please contact us at admin@contact.bespokemathstuition.co.uk.

We process personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Data we collect and why

Category	Examples	Legal basis
Account information	Full name, email address, role (parent/student)	Contract performance
Booking information	Student name, year group, subject, session notes, booking dates	Contract performance
Session content	Live chat messages and whiteboard activity during tutoring sessions	Contract performance
Homework & submissions	Assignments set by the tutor, student annotations and answers	Contract performance
Payment records	Stripe payment reference IDs (we do not store card details)	Contract performance / legal obligation

Children's data

This platform processes educational data relating to children (students). We collect only the minimum information required to deliver tutoring services (name, year group, and session content). We do not use children's data for marketing, profiling, or any purpose other than delivering and improving the tutoring service.

Parents and guardians are responsible for managing their child's data through their account. You may request erasure of all data at any time (see "Your rights" below).

How long we keep your data

Session content (chat messages and homework submissions) is retained for 12 months after the session is completed, then deleted. Booking records are kept for business accounting purposes but personal details are anonymised after 12 months. Account data is held until you delete your account.

Who we share your data with

We use the following third-party processors:

- Supabase — database and authentication hosting (EU/US data storage)
- Stripe — payment processing
- Resend — transactional email delivery

We do not sell your data or share it with third parties for marketing purposes.

Your rights

Under UK GDPR you have the right to:

- Access — request a copy of the personal data we hold about you
- Rectification — ask us to correct inaccurate data
- Erasure — ask us to delete your data ("right to be forgotten")
- Portability — receive your data in a machine-readable format
- Objection — object to processing based on legitimate interests

You can delete your account and associated data at any time from your Account Settings page. For all other requests, email admin@contact.bespokemathstuition.co.uk.

Complaints

If you are unhappy with how we handle your data, you have the right to lodge a complaint with the UK's data protection regulator:

Information Commissioner's Office (ICO) — ico.org.uk · 0303 123 1113