



Privacy Policy

The Confident Paramedic LLP

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1. Introduction

Welcome to **The Confident Paramedic** ("we", "our", "us"). We are committed to safeguarding the privacy of our website visitors and clients, especially student paramedics using our academic tutoring services. This Privacy Policy explains how we collect, use, and protect your information in accordance with the **General Data Protection Regulation (GDPR)** and relevant laws governing student confidentiality.

2. Who We Are

The Confident Paramedic provides academic tutoring and learning support services to student paramedics. Our website is hosted on the **Wix.com platform**, which offers secure data storage and website functionality.

Data Controller:

The Confident Paramedic

✉ hello@theconfidentparamedic.com

📍 Sleaford, United Kingdom

We are the controller of your personal data for the purposes of GDPR compliance.

3. What Data We Collect

We collect and process the following categories of personal data:

a. Information You Provide

Full name

Email address

Contact number (optional)

University or educational affiliation

Course details and academic needs

Session notes, assignments, or other materials submitted voluntarily

Communications via forms, email, or direct messaging

b. Automatically Collected Information

Through Wix and analytical tools (e.g., cookies):

IP address

Browser type

Device and operating system

Referral URLs

Pages visited and session time

4. Legal Basis for Processing (GDPR)

We collect and process your data under one or more of the following legal bases:

Consent: You voluntarily provide information and agree to receive support or communication.

Contractual necessity: To provide tutoring services as requested.

Legitimate interests: For improving services and maintaining a secure website.

Legal obligations: Where required by law or to enforce our terms.

5. Student Confidentiality

We take student confidentiality seriously. All academic records, session content, shared documents, and communications related to your learning support are treated with strict confidentiality. These will **never be disclosed** to any third party without your explicit consent unless legally required to do so.

Tutors are bound by professional conduct to ensure your personal and academic details are protected.

6. How We Use Your Information

We use your data to:

- Deliver personalized tutoring services
- Respond to inquiries or support requests
- Maintain academic records for your learning progress (with your permission)
- Communicate service updates or offers (only with consent)
- Analyse website traffic and user behaviour to improve our services

7. How We Share Your Information

We do **not** sell or rent your personal data. We may share your data with:

- **Wix.com**, for website hosting and email services under data protection-compliant terms
- **Professional service providers**, such as email platforms or booking systems (e.g., Calendly or Google Workspace), under data processing agreements
- Authorities, if legally obligated
- All third-party services used comply with GDPR or equivalent data protection regulations.

8. International Data Transfers

Wix.com and some third-party providers may store or process data outside the UK or EU. Where this occurs, we ensure adequate safeguards are in place (e.g., standard contractual clauses, privacy frameworks) to protect your data to the standard required under the GDPR.

9. Data Retention

We only retain your personal data for as long as necessary for the purposes outlined in this policy, including:

Delivery of tutoring services

Compliance with legal or contractual obligations

Retention of anonymized academic progress (if relevant and agreed upon)

You may request deletion of your data at any time, subject to legal retention requirements.

10. Your Rights Under GDPR

You have the following rights under the GDPR:

Right to access – Request a copy of the personal data we hold

Right to rectification – Request correction of inaccurate data

Right to erasure – Request deletion of your data (also known as the right to be forgotten)

Right to restrict processing

Right to data portability

Right to object – to data use in specific circumstances

Right to withdraw consent at any time, where processing is based on consent

To exercise your rights, please email: hello@theconfidentparamedic.com

11. Cookies

Our website uses cookies to ensure proper functionality, track visitor behaviour, and improve your experience. You can manage cookie preferences via your browser settings.

Wix provides further information here:

 [Wix Cookie Policy](#)

12. Security Measures

We implement appropriate technical and organizational measures to protect your data from unauthorized access, loss, misuse, or disclosure. This includes:

Secure storage via Wix

Password-protected systems

Encrypted communication (SSL)

13. Third-Party Links

Our site may contain links to other websites. We are not responsible for the privacy practices or content of those third-party sites. Please review their privacy policies separately.

14. Changes to This Policy

We may update this policy to reflect changes in our practices or legal requirements. Updates will be posted on this page with a new effective date.

15. Contact Us

If you have any questions or concerns about your privacy or this policy, please contact:

The Confident Paramedic

 hello@theconfidentparamedic.com

 www.theconfidentparamedic.com

If you are located in the UK or EU and are not satisfied with our response, you may also contact your local Data Protection Authority or the UK's **Information Commissioner's Office (ICO)**.