

# BIOLOGY EDUCATION

## Terms & Conditions and Privacy Policy

### Business Information

Tyrone John trading as Biology Education

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ICO Registration Number: ZB905917

These Terms and Conditions ("Terms") govern the provision of A-Level Biology tuition services and the sale of digital products through this website. By booking a lesson or purchasing a digital product, you agree to be bound by these Terms. Please read them carefully.

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## PART 1: TERMS AND CONDITIONS

### 1. Services Provided

I provide A-Level Biology tuition covering all UK examination boards including AQA, OCR A, Edexcel A, Edexcel B, Edexcel International, WJEC, Eduqas, and Cambridge International boards.

#### 1.1 Tuition Services Include:

Exam board specific help and support; explanation of biological, mathematical, and practical theory content; assistance with answering exam questions; revision strategies and advice; and provision of exam board specific resources.

#### 1.2 Methods of Tuition

Online tuition is the primary method of delivery, available as one-to-one (single student) or small group tuition (2 to 8 students). In-person tuition is available at the student's home for those who prefer face-to-face learning. I also welcome international students for online tuition.

#### 1.3 Minimum Lesson Duration

The minimum lesson duration is 1 hour for all tuition methods. Students may book multiple lessons per week subject to availability.

#### 1.4 Additional Services

Additional services include marking of past papers, providing video tutorials, and providing feedback on homework (see Section 4 for charges).

#### 1.5 Services Not Provided

I do not complete homework assignments on behalf of students for their schoolteachers, nor do I complete formal assessments such as BTEC assignments or coursework that contributes to final grades.

## 2. Booking, Rescheduling and Cancellation

All bookings, rescheduling, and cancellations are made via the online booking calendar at: [calendly.com/a-levelbiologytutor](https://calendly.com/a-levelbiologytutor)

### **IMPORTANT: Cancellation Policy**

A minimum of 24 hours' notice is required for all bookings, rescheduling, and cancellations.

Lessons cancelled with less than 24 hours' notice will be charged in full.

Missed lessons (including due to illness or technical issues on your end) are charged in full.

No refunds are provided for cancelled lessons or group tuition paid in advance.

### 2.1 Booking Lessons

A lesson reminder will be sent via email or text message before each lesson. Multiple lessons can be booked in advance. Specific days and times can only be secured by booking in advance and you may lose your preferred slot to another student if not booked promptly.

### 2.2 Rescheduling

Lessons may be rescheduled with at least 24 hours' notice at no additional charge. Rescheduling with less than 24 hours' notice is treated as a cancellation and the original lesson will be charged in full. Any reduction in lesson duration with less than 24 hours' notice will be charged at the original booked duration.

### 2.3 Missed and Incomplete Lessons

If a student misses a lesson or is unable to complete a lesson due to illness, technical issues (computer or internet problems on the student's end), or any other reason, the lesson is still charged in full. If the issue is caused by Biology Education (for example, tutor illness or technical failure on my end), the lesson will be rescheduled or a full refund issued at your choice.

### 2.4 Agreement to Terms

By making a booking, you confirm that you have read, understood, and agree to these Terms and Conditions.

### 3. Group Tuition

Group tuition offers a reduced rate of £50 per hour per student (weekdays) or £80 per hour per student (weekends) and is subject to the following specific terms:

#### 3.1 Scheduling and Commitment

Group lessons take place at fixed times each week. Students must commit to a minimum of one month of group tuition, with the expectation that they will remain in the group for the full academic year. Payment is required one month in advance.

#### 3.2 Leaving a Group

One month's written notice is required to leave a group. Notice must be given before the next monthly payment is due. No refunds are provided for the current paid month.

#### **Group Tuition Attendance Policy**

If you cannot attend a group lesson, payment is still due in full.

You will have access to the video recording of the lesson via the Student Portal.

Missed group lessons cannot be rescheduled or refunded.

This ensures fairness to all group members and allows the lesson to proceed as planned.

#### 3.3 Sitting In on Lessons

Students may not sit in on lessons (whether one-to-one or group, online or in-person) with friends or other individuals without prior agreement and payment. Any additional person wishing to participate in a lesson must be registered as a student and pay the applicable group tuition rate.

Exception: Parents or guardians may observe lessons for safeguarding purposes. Observers must not participate in the lesson or cause disruption.

## 4. Resources and Student Portal

### 4.1 Resources Provided

All students receive exam board specific resources including: exam papers and mark schemes, written and typed notes, video recordings of online lessons (online students only), activities and animations, and specialist A-Level articles.

### 4.2 Access to Resources

All students are provided with their own personal folder on Microsoft OneDrive containing lesson documents, notes, and resources. Access is provided via a secure link. Online students access this link through the Student Portal. In-person students receive the link directly. Paper-based resources are not provided unless specifically requested, and printing charges apply (see Section 5).

### 4.3 Student Portal (Online Students Only)

Online students receive login credentials for the Student Portal where they can view lesson recordings, access their OneDrive folder link, and access additional digital resources. The Student Portal is not available to in-person students. Access is personal to each student and must not be shared with others.

#### Student Portal Access (Online Students)

Portal access is provided for the duration of your tuition.

Access will be removed when you complete your exams or stop receiving tuition.

Continuous weekly tuition is required to maintain portal access.

Extended breaks in tuition may result in loss of portal access.

### 4.4 Intellectual Property

All resources, materials, lesson recordings, and content provided remain the intellectual property of Biology Education and are provided for your personal educational use only. You may not copy, distribute, sell, or share any materials without prior written consent.

## 5. Charges

### 5.1 Tuition Rates

Service	Weekday Rate	Weekend Rate
Online One-to-One Tuition	£80/hour	£120/hour
Online Group Tuition (per student)	£50/hour	£80/hour
In-Person Tuition	£80/hour	£120/hour

#### Weekend Tuition

Standard tuition is available Monday to Friday only.

Weekend tuition is offered solely for exceptional circumstances, such as urgent exam preparation or one-off sessions when weekday availability is not possible.

Weekend slots are limited and subject to availability. Higher rates apply to reflect this.

### 5.2 Additional Charges for In-Person Tuition

Additional In-Person Charges	Rate
Mileage (to student's home and return)	£0.45 per mile
Travel time (to student's home and return)	£80 per hour

Example: A 1-hour weekday lesson with 20 miles total travel and 40 minutes total travel time would be charged as: £80 (tuition) + £9 (mileage) + £53.33 (travel time) = £142.33 total.

### 5.3 Feedback Services

Feedback Service	Charge
Written feedback for 1 question per week	<b>FREE</b>
Written feedback for 2+ short answer questions	£30 per question
Written + video feedback for 2+ short answer questions	£80 per question
Written feedback for long answer questions (e.g., QER, 25-mark essays)	£100 per question
Written + video feedback for long answer questions	£120 per question
Printing of resources (black and white)	£0.35 per A4 side

### 5.4 Price Changes

I reserve the right to change prices at any time. Any price changes will be communicated in advance and will not affect lessons already booked at the time of notification.

## 6. Payment

Payment for tuition is accepted by bank transfer in GBP. Payment details will be provided upon booking. Digital products are paid for online by card (via Stripe) at the time of purchase (see Section 15).

### Payment Terms

One-to-One Online Tuition: Payment required before each lesson.

Group Tuition: Payment required one month in advance.

In-Person Tuition: Payment required after the lesson.

Refunds: No refunds are provided for group tuition paid in advance.

## 7. Student and Parent Responsibilities

Students are expected to: attend lessons punctually with necessary materials; complete any homework or preparation as agreed; maintain a suitable learning environment for online lessons (quiet space, working computer, stable internet connection); and treat the tutor with respect.

Parents/guardians are expected to: ensure payment is made in accordance with Section 6; communicate any concerns or issues promptly; and for students under 18, ensure appropriate supervision during in-person lessons.

## 8. Progress Feedback

I am committed to keeping parents and students informed about progress. I will provide regular, honest feedback on the student's progress, typically every few lessons or when there is a specific matter to discuss.

Feedback is usually provided in writing (via email) but may occasionally be verbal. For group tuition, feedback is generally provided to the group as a whole, unless there is a specific issue relating to an individual student that needs to be addressed privately with their parent/guardian.

I encourage open communication and welcome questions or concerns from parents and students at any time.

## 9. Safeguarding

I hold an enhanced DBS (Disclosure and Barring Service) certificate and am subscribed to the DBS Update Service. My DBS status is verified by The Tutors' Association. I am committed to the safeguarding and welfare of all students.

## 10. Limitation of Liability

While I strive to provide high-quality tuition, I cannot guarantee specific exam results or grades. Tuition is provided to support learning, but ultimate academic success depends on many factors including the student's own effort and commitment.

My liability to you for any claim arising from or related to these services shall be limited to the amount you have paid for the specific lesson(s) giving rise to the claim. I am not liable for any indirect, consequential, or incidental losses.

Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded by law.

## 11. Complaints Procedure

If you are dissatisfied with any aspect of the service, please contact me directly at [tyrone@biologyeducation.co.uk](mailto:tyrone@biologyeducation.co.uk) or 07969 418179. I will acknowledge your complaint within 48 hours and aim to resolve it within 14 days. If you remain dissatisfied, you may refer the matter to The Tutors' Association.

## 12. Changes to Terms

I may update these Terms from time to time. Significant changes will be communicated to existing clients. The latest version will always be available on request. Continued use of services after changes constitutes acceptance of the updated Terms.

## 13. International Students

I welcome international students for online tuition. The following additional terms apply:

All tuition is conducted online only. Lesson times are displayed in UK time via the Calendly booking system; students are responsible for converting to their local timezone. All payments must be made in British Pounds Sterling (GBP). Bank transfer fees or currency conversion charges are the responsibility of the student/parent.

These Terms and Conditions are governed by English and Welsh law, regardless of the student's location. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

## 14. Governing Law

These Terms are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales. These Terms do not affect your statutory rights as a consumer under UK law.

## 15. Digital Products & Website Use

This section applies to digital downloads purchased from this website (such as the PDF maths worked-solution packs) and to your use of the website itself.

### 15.1 Digital Downloads — What You Are Buying

Our digital products are PDF files supplied by instant download after payment. There is no physical product. Each product page describes what is included (the exam board, the papers covered, and that it is a PDF) — please read this before purchasing. Prices are shown in pounds sterling and are the final price; Biology Education is not VAT-registered, so no VAT is added.

### 15.2 Immediate Supply & Your Right to Cancel

Online purchases normally carry a 14-day cancellation right under the Consumer Contracts Regulations 2013. Because our PDFs are supplied for immediate download, you are asked to consent at checkout to the download starting straight away. Once you consent and the download begins, you lose the 14-day right to cancel, as permitted by those Regulations. If you do not wish to waive this right, please do not download the file and contact us instead.

### 15.3 Refunds & Faulty Files

Because of the instant-download nature of these products, we do not offer refunds for change of mind once a file has been made available for download.

Your rights under the Consumer Rights Act 2015 remain unaffected. If a file is faulty — for example it is corrupted, will not open, or is materially not as described — please contact us within a reasonable time at [tyrone@biologyeducation.co.uk](mailto:tyrone@biologyeducation.co.uk). We will repair or replace the file (for example, by sending a working copy) as quickly as we reasonably can. If we cannot repair or replace it, you are entitled to an appropriate price reduction, which may be a full refund. We cannot refund simply because the content was not what you expected, so please check the product description before buying.

#### **15.4 Use of Purchased Materials (Copyright)**

The PDF worked solutions and all other digital resources are the copyright of Biology Education. When you buy a download, you are granted a personal, non-transferable licence to use it for your own study or teaching. You may not copy, share, upload, resell, redistribute, or make the file publicly available, in whole or in part. Doing so is a breach of copyright and of these Terms. Exam-board names and specification references are used for identification only and remain the property of their respective awarding bodies.

#### **15.5 Website Terms of Use**

Our content. All content on this website — notes, guides, glossaries, calculators, worked solutions, diagrams and other materials — is owned by or licensed to Biology Education and is protected by copyright. You may view and use it for your own personal, non-commercial study or teaching. You may not republish, sell, or systematically copy it without our written permission.

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External links & availability. This site may link to third-party websites, for whose content we are not responsible. We aim to keep the site available but do not guarantee it will be uninterrupted or error-free, and we may change or remove content at any time. These website terms are governed by the law of England and Wales.

## PART 2: PRIVACY POLICY

This Privacy Policy explains how Biology Education collects, uses, stores, and protects your personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### 1. Data Controller

The data controller responsible for your personal data is: Tyrone John trading as Biology Education, 41 Tanyrallt Avenue, Litchard, Bridgend, CF31 1PQ. ICO Registration Number: ZB905917.

### 2. Information We Collect

I collect and process the following personal data: full name (student and parent/guardian where applicable); email address; telephone number; and lesson recordings (for online tuition only).

I do not routinely collect school names, dates of birth, home addresses (unless required for in-person tuition), or bank details (unless processing a refund).

### 3. How We Use Your Data

Your personal data is used for the following purposes:

To provide tuition services: scheduling lessons, sending reminders, delivering resources, and communicating about your tuition. Legal basis: Contract performance.

To record online lessons: lessons are recorded via Zoom and stored on Vimeo (private, unlisted) and on a secure external hard drive. Recordings are provided to students for revision purposes. Legal basis: Legitimate interests (providing educational benefit).

To manage bookings and payments: processing your bookings through Calendly and managing payment records. Legal basis: Contract performance.

To comply with legal obligations: maintaining records as required by law. Legal basis: Legal obligation.

### 4. Third-Party Services

#### Third-Party Data Processors

Zoom: Used to conduct online lessons and record sessions. Privacy policy: [zoom.us/privacy](https://zoom.us/privacy)

Calendly: Used for booking and scheduling lessons. Privacy policy: [calendly.com/privacy](https://calendly.com/privacy)

Vimeo: Used to store lesson recordings (private, not publicly accessible). Privacy policy: [vimeo.com/privacy](https://vimeo.com/privacy)

Microsoft OneDrive: Used to store and share lesson documents, notes, and resources. Each student has a personal folder identified by their name. Privacy policy: [privacy.microsoft.com](https://privacy.microsoft.com)

Stripe: Used to process digital-product card payments. Privacy policy: [stripe.com/privacy](https://stripe.com/privacy)

These services may process your data outside the UK. Where this occurs, appropriate safeguards are in place as required by UK GDPR.

## 5. Data Retention

Personal data (name, contact details): Retained for the duration of your tuition and deleted within 30 days of completing your exams or ending tuition.

Lesson recordings (Vimeo and local backup): Retained for as long as you receive tuition (up to 2 years) and deleted within 30 days of completing your exams or ending tuition.

OneDrive folders and contents: Retained for as long as you receive tuition. Local backup copies are also kept on a secure external hard drive. All copies are deleted within 30 days of completing your exams or ending tuition.

Payment records: Retained for 6 years after the last transaction as required by HMRC for tax purposes.

Student Portal access (online students): Removed when tuition ends; all associated data deleted.

## 6. Your Rights

Under UK GDPR, you have the following rights:

Right of access: You can request a copy of the personal data I hold about you.

Right to rectification: You can request correction of inaccurate or incomplete data.

Right to erasure: You can request deletion of your data in certain circumstances.

Right to restrict processing: You can request that I limit how I use your data.

Right to data portability: You can request your data in a commonly used format.

Right to object: You can object to processing based on legitimate interests.

To exercise any of these rights, please contact me at [tyrone@biologyeducation.co.uk](mailto:tyrone@biologyeducation.co.uk). I will respond within one month.

## 7. Data Security

I take appropriate technical and organisational measures to protect your personal data, including: password-protected devices and accounts; private (unlisted) storage of lesson recordings on Vimeo; secure external hard drive storage; and limiting access to personal data to only what is necessary.

## 8. Children's Data

I provide tuition to A-Level students, typically aged 16-18. For students under 18, parental/guardian consent is obtained before collecting and processing personal data. Parents/guardians may exercise data rights on behalf of their child.

## 9. Complaints

If you have concerns about how I handle your personal data, please contact me first at [tyrone@biologyeducation.co.uk](mailto:tyrone@biologyeducation.co.uk). If you are not satisfied with my response, you have the right to lodge a complaint with the Information Commissioner's Office (ICO):

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Website: [ico.org.uk](http://ico.org.uk). Telephone: 0303 123 1113.

## 10. Changes to This Policy

I may update this Privacy Policy from time to time. Any significant changes will be communicated to you. The latest version will always be available on request.

### Contact Information

For any questions about these Terms or Privacy Policy, please contact:

Tyrone John, Biology Education

Email: [tyrone@biologyeducation.co.uk](mailto:tyrone@biologyeducation.co.uk)

Phone: 07969 418179

Website: [biologyeducation.co.uk](http://biologyeducation.co.uk)

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