

Terms & Conditions and Privacy Policy

Tyrone John trading as Biology Education
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Website: biologyeducation.co.uk · Student Portal: my.biologyeducation.co.uk
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 and the Student Portal. By booking a lesson, enrolling in tuition, 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 the following examination boards: AQA, OCR A, OCR B, Edexcel A (Salters-Nuffield), Edexcel B, Eduqas, WJEC, and CIE (Cambridge International), as well as the International Baccalaureate (IB HL and IB SL).

1.1 Tuition includes: exam-board-specific help and support; explanation of biological, mathematical and practical theory; assistance with answering exam questions; revision strategies and advice; and provision of exam-board-specific resources.

1.2 Methods of tuition. All tuition is delivered online, as one-to-one (single student) or small-group tuition (see Section 3). International students are welcome.

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. These include marking of past papers, video tutorials, and feedback on homework (see Section 5 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

Bookings are made through the Student Portal at my.biologyeducation.co.uk.

- **New students** book a free 20-minute consultation (or send their details) through the booking page at my.biologyeducation.co.uk/book. Tuition begins only after we have spoken and agreed to work together.
- **Existing students** log in to the Student Portal to book, reschedule and cancel their lessons.

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 is sent by email and shown in the Student Portal before each lesson. Multiple lessons may be booked in advance, including as a recurring weekly series. Specific days and times can only be secured by booking in advance, and you may lose a preferred slot to another student if it is not booked promptly.

2.2 Rescheduling. Lessons may be rescheduled with at least 24 hours' notice at no additional charge, using the reschedule option in the Student Portal (or the link in your confirmation email). Rescheduling with less than 24 hours' notice is treated as a cancellation, and the original lesson is charged in full. Any reduction in lesson duration with less than 24 hours' notice is charged at the original booked duration.

2.3 Missed and incomplete lessons. If a student misses a lesson, or cannot complete a lesson due to illness, technical issues 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 a 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.

3. Group tuition

Group tuition is small-group, exam-technique-focused teaching, and is subject to the following specific terms:

3.1 Format and commitment. Groups run at a fixed time each week, midweek, for a **minimum of 4 and a maximum of 5 students**. Lessons are booked and paid for in **blocks of 4 lessons**. Enrolment continues automatically from one block to the next unless you give notice.

3.2 Payment. Group tuition is charged at **£50 per hour per student**, taken as **£200 per 4-lesson block, paid in advance** by bank transfer. A place is only held once the block is paid.

3.3 Leaving a group. To leave a group, notice must be given before the next block is due. No refunds are provided for the current paid block.

Group attendance

If you cannot attend a group lesson, payment is still due in full — you are paying for your place in the group, not for the individual session. You will have access to the video recording of the lesson through 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.

3.4 Recording of group lessons. Group lessons are recorded (screen and audio only — see the Privacy Policy) so members can review them. Where a student is under 18, a parent or guardian confirms at enrolment that they consent to this recording. If you do not wish your child's group lessons to be recorded, please tell me before enrolment.

3.5 Sitting in on lessons. Students may not sit in on lessons (one-to-one or group) with friends or others without prior agreement and payment. Any additional person wishing to participate must be registered as a student and pay the applicable rate. **Exception:** parents or guardians may observe lessons for safeguarding purposes, provided they do not participate or cause disruption.

4. The Student Portal and resources

4.1 Resources provided. Students receive exam-board-specific resources, which may include exam papers and mark schemes, written and typed notes, video recordings of online lessons, activities and animations, and specialist A-Level articles.

4.2 The Student Portal. Students receive their own login to the Student Portal at **my.biologyeducation.co.uk**, where they can view their lessons and recordings, read notes and feedback, see their reports, access exam-board resources, upload and receive documents, message me, and (where enabled) book lessons. Parents receive their own separate login with a read-only view of their child's lessons, reports and payments. Access is personal to each user and must not be shared.

4.3 Portal access. Portal access is provided for the duration of your tuition. Access to the portal, or to particular resources within it, may be restricted or removed when tuition ends or lapses.

4.4 Intellectual property. All resources, materials, lesson recordings and content provided remain the intellectual property of Biology Education and are 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
One-to-one tuition	£80/hour	£120/hour
Group tuition (per student)	£50/hour	—

Weekend tuition

Standard tuition is available Monday to Friday. Weekend tuition is offered only for exceptional circumstances, such as urgent exam preparation, is limited and subject to availability, and is charged at the higher rate.

5.2 Feedback services.

Feedback service	Charge
Written feedback for 1 question per week	Free
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

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

6. Payment

Payment for tuition is by bank transfer in GBP. **Your payment details and reference are shown in the Student Portal when you log in — I will never send bank details by email or text.** If you receive a message claiming to be from me with bank details in it, please do not pay it; check with me first on 07463 174191. Digital products are paid for online at the time of purchase (see Section 15).

Payment terms

One-to-one online tuition: payment is required in advance of each lesson. Group tuition: payment is required in advance, per 4-lesson block. Refunds: no refunds are provided for group tuition paid in advance.

The Student Portal shows you what is due and when. Where a lesson remains unpaid, an automatic reminder is sent before the lesson.

7. Student and parent responsibilities

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

Parents and guardians are expected to: ensure payment is made in accordance with Section 6; and communicate any concerns promptly.

8. Progress feedback

I am committed to keeping parents and students informed about progress. I provide regular, honest feedback — through reports and notes in the Student Portal, and by email — typically every few lessons or when there is a specific matter to discuss. 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 or guardian. I welcome questions and 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. Online lessons are recorded (screen and audio only — there is no webcam video of the student), and parents have their own portal login and read-only visibility of their child's tuition.

10. Limitation of liability

While I strive to provide high-quality tuition, I cannot guarantee specific exam results or grades. Tuition supports learning, but 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) or product(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, for fraud, or for 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 or on 07463 174191. I will acknowledge your complaint within 48 hours and aim to resolve it within 14 days, and I will work with you to put things right.

12. Changes to these 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 this website. 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 shown in UK time in the Student Portal, and students are responsible for converting to their local timezone; all payments must be made in GBP; and any bank-transfer fees or currency-conversion charges are the responsibility of the student or parent. These Terms are governed by the law of England and Wales regardless of the student's location, and any disputes are 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 and 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 What you are buying. 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 and your right to cancel. Online purchases normally carry a 14-day cancellation right under the Consumer Contracts Regulations 2013. Because these 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 me instead.

15.3 Refunds and faulty files. Because of the instant-download nature of these products, I 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 corrupted, will not open, or materially not as described — please contact me within a reasonable time at tyrone@biologyeducation.co.uk, and I will repair or replace it as quickly as I reasonably can. If I cannot repair or replace it, you are entitled to an appropriate price reduction, which may be a full refund. I 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. 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. All content on this website is owned by or licensed to Biology Education and protected by copyright. You may view and use it for your own personal, non-commercial study or teaching, but you may not republish, sell or systematically copy it without written permission. The information on the website is provided for educational guidance only; while every effort is made to ensure accuracy, Biology Education accepts no responsibility for individual exam outcomes, and students should also consult their own teachers and the official exam-board specifications. Biology Education is independent and not affiliated with, or endorsed by, any exam board. This site may link to third-party websites, for whose content I am not responsible. I aim to keep the site available but do not guarantee it will be uninterrupted or error-free, and I may change or remove content at any time.

Part 2 — Privacy Policy

Biology Education is a one-person A-level Biology tuition business run by Tyrone John. This policy explains what personal information I collect, why, and what I do with it. It covers this website and the Student Portal at my.biologyeducation.co.uk.

Most of the people I teach are under 18, so I've tried to keep this clear enough for a student to read as well as a parent.

Who's responsible: Tyrone John, trading as Biology Education. ICO Registration Number: ZB905917.

Contact: tyrone@biologyeducation.co.uk · 07463 174191

What I collect, and when

If you enquire or book a free consultation (through the Student Portal), I collect:

- **About you (parent/guardian):** name, email address, phone number.
- **About your child:** name, and optionally their email address and phone number.
- **About their study:** exam board, year group, the areas they need help with, and anything else you tell me.
- **Your consent:** a record that you agreed to this policy and to the safeguarding statement, with the date, time and the IP address it was sent from.

I keep this whether or not you go on to book lessons.

If your child becomes a student, I also hold: contact details for you and your child and the link between you; lesson records (dates, topics, my notes and feedback, things to work on); lesson recordings (see below); progress reports, including notes intended for parents; my own teaching notes about your child's progress; exam results, where you share them; messages you send me through the portal and by email; documents you or your child upload; payment records (what's owed, what's paid, and when); and technical records (login sessions, IP addresses, and a log of security-relevant actions).

If you just browse this website, I don't identify you (see "Cookies and tracking").

Why I'm allowed to use it (legal basis)

Under UK data-protection law I need a lawful basis to use your information. In plain terms:

- I use it **to run your tuition** — scheduling lessons, sending reminders, providing resources and reports, taking payment and keeping you informed. *The legal basis is our contract with you.*
- I **record lessons** so your child can revise from them. *The legal basis is my legitimate interest in providing that educational benefit — and you can opt out at any time (see below).*
- I **keep business and tax records** for the legally required period. *The legal basis is my legal obligation.*
- Where you actively agree to something — such as the policy and safeguarding confirmation at booking — *the legal basis is your consent*, which you can withdraw.

Lesson recordings — please read this

Lessons are recorded so your child can go back over them.

There is no video of your child. I don't use webcams. A recording is my screen and the audio — the material we're working through, and our voices.

Recordings are hosted by Vimeo and are set to "hidden from Vimeo": they are not listed, not searchable, and cannot be found by browsing. They can only be watched through the Student Portal, after logging in, by your child and by you. A local backup copy is also kept on a secure external hard drive.

Group lessons are recorded the same way. Other students in that group can watch the recording of the session they attended.

If you'd rather your child's lessons weren't recorded, tell me and I'll switch it off for them. There's a setting on your parent page, or just say so.

When your child watches a recording, their browser connects to Vimeo to play it. I use Vimeo's do-not-track mode, so Vimeo does not set a visitor-tracking cookie; the player sets one short-lived security cookie from its own network.

Who else handles this information

I'm a one-person business, but I use these services to run it. They only ever see what they need to:

Service	What it's used for	What it sees
IONOS (UK/EU)	Hosting this website, the portal, the database and my email	Everything stored, at rest
Cloudflare R2	Storing files — uploaded papers, resources, attachments	Those files
Vimeo	Hosting lesson recordings	The recordings
Zoom	Running the live lessons	The lesson sessions
Starling Bank	Reading incoming payments so lessons mark themselves paid	Read-only — the portal can see payments arriving; it cannot move money
Stripe	Processing payments for digital products bought on the website	The card payment for a digital product

Some of these providers (including Vimeo, Zoom, Cloudflare and Stripe) may process data outside the UK. Where that happens, appropriate safeguards are in place as required by UK data-protection law.

I don't sell your information, and I don't share it with anyone for marketing. I'd only ever share it if I were legally required to.

How long I keep it

I keep information for as long as I need it to teach your child and to keep proper business records — for example, tax records must be kept for six years. **You can ask me to delete it at any time** (see "Your rights"). If your child stops having lessons and you'd like everything removed, just ask.

Your rights

You can ask me to: **show you** everything I hold about you or your child; **correct** anything that's wrong; **delete** it; **stop** using it in a particular way; or **give you a copy** in a portable format. Just email tyrone@biologyeducation.co.uk. There's nothing to pay, and I'll respond within a month. If you're not happy with how I've handled your information, you can complain to the Information Commissioner's Office at ico.org.uk (or 0303 123 1113).

Children

Most of my students are 16–18. A few things worth knowing:

- **Parents get their own login** and can see their child's lessons, reports and payments.
- **Only you can book and pay** for lessons, unless you switch on the setting that lets your child book their own.
- **Nothing about your child is public.** You can only see your own children; your child can only see their own record. That's enforced by the portal, not by trust.
- For students under 18, I rely on parental consent to collect and process their information, and parents may exercise their child's data rights on their behalf.
- **I don't market to children**, profile them, or track them.
- When we book a consultation, I ask you to confirm that a parent will be on the call, or that you're happy for me to speak with your child without one.

Keeping it safe

- Everything is behind a password, over an encrypted connection (HTTPS).

- Passwords are stored scrambled — I can't see yours, and neither can anyone else.
- **Two-factor authentication is available** to you and your child if you want it, and is switched on for my own admin account.
- Repeated failed logins are blocked.
- Only I have administrator access.

On bank details

My payment details are only ever shown in the Student Portal, when you're logged in. I will never send bank details by email or text. If you receive a message claiming to be from me with bank details in it, please don't pay it — check with me first on 07463 174191.

Cookies and tracking

This website uses no analytics or advertising cookies and no cross-site tracking. Visitor numbers are counted using a privacy-friendly, cookieless tool that does not identify individual visitors.

The Student Portal uses only essential first-party cookies: one for your login session, one for security (to protect forms), and one that remembers your preferred calendar view. It uses no analytics, advertising or tracking of any kind. The only third party the portal loads is the Vimeo video player, on pages showing a lesson recording, in do-not-track mode (see "Lesson recordings").

Changes to this policy

If I change anything meaningful here, I'll update the date at the top and tell you.

By booking a lesson, enrolling in tuition, or purchasing a digital product from Biology Education, you confirm that you have read, understood and agree to these Terms and Conditions and Privacy Policy.