

PRIVACY NOTICE

Last updated: February 2024

INTRODUCTION

We want you to know what happens with information (sometimes called data) about you, when you use TT Rock Stars or NumBots.

Unfortunately, there's quite a bit for us to tell you about, but if you need help understanding what this page means, you can ask your parent, carer or another responsible adult such as your teacher, who should be able to explain it to you (or they can ask us if they're not sure either).

WHO ARE WE?

We are a company called Maths Circle. We operate several maths programmes that can help you with your understanding of maths. We call these programmes our platforms and you play on these platforms to use the programmes. Hopefully your parent, carer, teacher, or tutor has explained that they have signed you up to use either Times Tables Rock Stars or NumBots, or perhaps even both.

You, your parent, carer, teacher, or tutor can contact us at any time on support@mathscircle.com if you have a question about the platforms or what to know more about we do with any information we have from your use of the platforms.

WHAT INFORMATION ABOUT YOU HAVE YOUR ADULTS GIVEN US?

Your teacher, parent, carer or another adult has given us a little bit of information about you.

If your school has told you about our programmes, then your teacher may have given us your name, what age group you are in, the name of your class and the name of your school. If your parent, carer or tutor has told you about our programmes, they have probably only given us your name.

Your school may also provide extra information about you to help them know how you're getting on based on certain things about you, such as your gender. If you'd like to know more about why the school gives us this information you can ask your teacher, parent or carer to explain (if they need to, they can read our Privacy Policy for adults, which can be found on our Sites).

WHAT INFORMATION DO YOU GIVE US, WHAT DO WE DO WITH IT AND WHY?

When you play one of our platforms, we can collect and find out more pieces of information about you, such as your answers to the maths questions, how long you take to answer a question and how you have been using the platforms.

We use this information to help us know how well you're doing with your maths, what questions you get to see, and help us fix any problems should something go wrong with our platforms.

If you send us an email or message us on our social media channels we will know your email address or social media name, as well as what you actually say to us – for example, you may email us if something is not working properly or if you want to make a suggestion to improve Times Tables Rock Stars or NumBots.

There is no need to worry because we will only collect the smallest amount of information we need so that you can enjoy the programmes.

WHO ELSE GETS TO SEE MY INFORMATION?

Your teachers, parents, carers or tutor will be able to see how you are getting on, but we will also be able to see your information to help build better programmes and fix any problems. Sometimes other companies (who may be based in other countries) help us run and improve our platforms, so they may also be able to see your information, but don't worry, we always make sure they know how to protect your information and they sign a set of rules to make sure they look after any information they see.

Sometimes we provide facts and figures about the use of our platforms to other people so they can understand how children like you learn maths. When this happens, we will never tell them who you are – they will just see the answers given to the maths questions.

HOW LONG DO YOU KEEP MY INFORMATION FOR?

We only keep information about you until it is deleted by your teacher, parent, carer or tutor or by us 90 days after your school's, family's or tutor's subscription has ended.

WILL YOU EVER CHANGE YOUR PROMISES ABOUT MY INFORMATION?

Sometimes the law changes or we are told to do things differently. When this happens it might mean that we have to change this document, but we will always let you know (within the programmes) if anything big changes first.

WHAT IF I AM UNSURE ABOUT HOW YOU USE MY INFORMATION?

Even though we collect the information about you, it is still your information, and the law gives you rights about the use of that data. This section sets out those rights and what you can do if you want to use one or any of them. How we handle your information and the rights you have may change depending on the country you live in and our legal obligations. You can also, always ask a responsible adult such as your teacher, parent, carer or tutor, and they can help you contact us if needed.

Complaints

If you or your teacher, parent, carer or tutor, want to make a complaint about the way we are processing your information, you can contact us, by sending an email to support@mathscircle.com.

Changing your mind about allowing us to use your information

Where we needed to ask your permission to use your information, you are allowed to change your mind. Just contact us, by sending an email to support@mathscircle.com. Or, if you are worried about how we are using your data

or if you or your teacher, parent, carer or tutor would like to raise an objection or stop us from using your information further, please contact us by sending an email to support@mathscircle.com, and tell us why you are worried.

Keeping your data up to date

If any of the information we have about you changes, becomes out of date or wrong, you can contact us, by sending an email to support@mathscircle.com, to tell us about the changes needed and we will update the information we are keeping, to make sure it is correct.

Deleting your data

Sometimes (depending which country you live in) you may be able to ask us to delete your information from our platforms. If this is possible, we can do this for you, but we will not be able to destroy any information that we need to keep (for example if the law tells us we need the information).

Portability

Sometimes (depending which country you live in) you are able to ask us to provide you with a digital copy of any information we collected from you. This will not be all the information we hold about you, but will be a computer copy of your information.

Access to your data

You may also ask to see a copy of all the information we have about you. Where we are allowed to provide you with this information we can do so for free and within one month of you asking.

You will need to contact us to request this information and depending on how you ask we may need to check that it is really you, so don't be worried if we ask you or a responsible adult to confirm that it really is you asking.

WHAT IF I NEED HELP?

If you have any questions about our use of your information, you can ask a responsible adult (e.g. your teacher) or you can contact us using email to support@mathscircle.com. If you live in the UK, you can also read about how the law affects your data by reading the information provided by the Information Commissioner's Office website: <https://ico.org.uk>.

You also have the option, if you are based in Europe, to contact our EU Representative: DataRep, 77 Camden Street Lower, Dublin, D02 XE80, Ireland or via email: datarequest@datarep.com

DOCUMENT CONTROL

Versio n	Date	Author	Status	Comments
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1.0	Sept 21	Mark Gracey	Approved	First version
2.0	Nov 23	Nicola Reddy	Approved	Updated version
3.0	Feb 24	Nicola Reddy	Approved	Updated version to incorporate Australian changes and ST4S changes