

Dr Frost

Children's Privacy Policy

If you have signed up for our Services as an independent learner (rather than through your school or tutor), then this policy relates to you.

Last updated: 13/03/2026

Who We Are

We are Dr. Frost Learning. Our goal is to help you improve your maths skills by giving you access to courses and exercises on our website. If you have signed up for our Services as an independent learner (rather than through your school or tutor), then this policy relates to you.

You can view the most current version of this Children's Privacy Policy online at <https://www.drfrost.org/privacy-children>



You can find our main Privacy Policy at <https://www.drfrost.org/privacy>.

What Information We Collect

When you use our services, we may collect the following information about you:

- **Who you are** - your name, your username and password.
- **How to contact you** - email, or telephone numbers.
- **Technical information** - IP address (this is like a home address for your computer), your login data, web browser type and version (e.g. Google Chrome), time zone setting and location, browser plug-in types and versions (these are extra tools you can add to your browser to make it better), operating system and platform (this is what helps all the parts of your computer work together), computer / laptop / tablet ID.
- **Your progress** - progress you have made in lessons and any feedback.
- **How you use Dr. Frost** - information about how you use our website.

Why We Collect It

We will use your information to:

- Let you login (so that you can use Dr Frost Maths question practice).
- Record your progress on course materials and tests (so that you and your teacher can see how you have done on Dr Frost courses and tests, and check your progress with studying).
- Manage your account or subscription, where applicable.
- Manage our relationship with you, including letting you know about changes to our terms or privacy policy and dealing with any problems you tell us about (so that you can keep using Dr Frost, follow the law and keep our records up to date).
- Make sure our website works properly (e.g. dealing with problems) (so that you can keep using Dr Frost and we follow the law).
- To make our website better, by understanding how you and others use our website (because we're always trying to improve).

What you can ask us to do

You can ask us to:

- Show you the information we have about you.
- Correct the information we have about you if it is wrong.
- Delete your information.
- Stop using your information if we are using it for our own reasons, instead of you telling us we can (we will tell you if we cannot stop using your information).
- Stop sending you marketing.
- Give your information to someone else.
- Stop using your information when we only do so because you have agreed (see the 'Why We Collect It' section for when this applies).
- Limit how we use your information.

We may not always be able to do the things you ask, for example, we cannot delete information which we need to provide you with our courses and exercise.

You will not have to pay us any money when you ask for these things, unless you ask us to do too much or ask us too many times.

We might need to ask you for some details to check you are who you say you are.

We will try to reply to you within one month, but sometimes it may take us up to three months.

How long we keep your information

We will only keep your information for as long as we need it.

To work out how long to keep your information for, we think about lots of things (e.g. how much information we have, what kind of information it is, the harm it could do if it was shared by accident etc.).

Who we share your information with

We may send your information to:

- other companies that help us provide Dr Frost services to you; and
- the Information Commissioner's Office (they check we are following the law when we use your information).

Some of the companies may be in other countries, but we will only send your information to them after we have checked that your information will be kept safe.

If you have any questions or problems

If you have any questions or if you are unhappy about how we use your information, you or your parent or guardian can contact us at:

Email address: support@drfrost.org

Postal address: 28 Elmcroft Drive, Chessington, Surrey, KT9 1DU, United Kingdom

If you want to complain about how we have used your information, you can complain to the Information Commissioner's Office: www.ico.org.uk.