

Literacy and Dyslexia Support (LDS)

Assessment and Consultancy

support@ldsliteracy.co.uk

Privacy Policy

Your confidence in the way I look after your data is really important to me. I have prepared this Privacy Policy to explain the types of personal data I may collect about you prior, during or after an assessment and how I store, handle and keep that data safe. It also sets out your rights, how to contact me and (if you need to) how to complain in the event you have a problem or complaint.

Who I am

I am an independent consultant who is qualified to diagnose Dyslexia and assess students' literacy needs to provide programmes of support. I also run 'Phonics Buddies' which provides session for toddlers & pre-schoolers.

My qualifications are:

Post Graduate Certificate in: Specific Learning Difficulties (Dyslexia),

Associate Membership of the British Dyslexia Association

AMBDA number: M15797

Assessment Practising Certificate: British Dyslexia Association

APC number: 20/APC09201

Post Graduate Certificate in Education: Primary

Teacher reference number: 0746969

Protecting your data

When I collect or process your personal data I am regulated by the [General Data Protection Regulations](#) which applies across the European Union (including the United Kingdom) and I am responsible as 'controller' or 'processor' of that personal information for the purposes of those laws. As such I am registered with The Information Commissioners Office and my ICO number is: ZB029938

The personal information I collect and use

The information I collect about you is needed to deliver the services you have asked for, in this case a **Personalised Literacy Plan**, or to keep you informed about things you might reasonably expect, given our relationship. That tends to include things like:

- Who you are – so I know what to call you
- Where you live/or child attends school - so I can attend the address as required or record it on the assessment report
- Telephone number and email/school contact details – so I can send you your report and request any information needed
- Background Information – to inform your report
- If you contact me as a parent or carer, information about your children

As you would expect, I must keep records to comply with the law regarding (for example) criminal activity or fraud.

How I use your personal information

Normally, I use your personal information to:

- Deliver the service I have agreed to provide you with - a diagnostic assessment/Personalised Literacy Plan
- Provide you with support, assistance and services in relation to literacy difficulties, dyslexia and related neurodiverse conditions as appropriate.
- To better understand the needs of dyslexic and non-dyslexic people in order to diagnose individuals with dyslexia, if carrying out a diagnostic assessment.

Who I share your personal information with

I do not routinely share your personal data with anyone unless there is a good reason to do so. This might include:

- Your child's school/nursery – I will share your information with your child's school/nursery if you have given me permission to do so
- Other Third Parties ('third parties') – I will share your information with 3rd Parties, such as other professionals, if you have given me permission to do so

As you would expect, I will share personal information with law enforcement or other authorities, if required by applicable law. I will not share your personal information with any other third party.

Information I need vs information that would be helpful to the cause

I often need your personal data to provide you with the services you have requested. If you query the need to provide any specific item of data, I will inform you at this point whether you are required to provide the information to receive the service or whether this is optional.

How long your personal information will be kept

I will hold your personal data for as long as it is needed to allow me to provide you with the service or for the period I am required to retain this information by applicable UK law (currently 6 years after an individual's 18th birthday or 6 years for an adult).

Reasons I can collect and use your personal information

Rather than bombard you with requests for permissions, I try to limit the data I keep to that required to fulfil my contractual obligations to you and/or the pursuit of our legitimate interest as the lawful basis on which I collect and use your personal data. My legitimate interest is providing you services in relation to dyslexia and other Specific Learning Difficulties including diagnostic assessment.

Where I am privy to special category personal information, for example children's and criminal information, I will only use such information where applicable and with your explicit consent i.e. include the information in an assessment report.

Transfer of your information out of the European Economic Area

I will not transfer your personal data outside of the United Kingdom or to any organisation (or subordinate bodies) governed by public international law or which is set up under any agreement between two or more countries.

Your rights

Under the General Data Protection Regulations, you have several important rights including:

- The fair processing of information and transparency over how I use your personal information
- Access to your personal information and to certain other supplementary information that this Privacy Policy is already designed to address
- Requiring me to correct any mistakes in your information which I hold
- Requiring the erasure of personal information concerning you in certain situations

- Receiving the personal information concerning you which you have provided to me, in a structured, commonly used and machine-readable format and have the right to transmit that data to a third party in certain situations
- Objecting at any time to processing or storage of personal information concerning you
- Objecting to decisions being taken by automated means which produce legal effects concerning you or significantly affect you
- Objecting in certain other situations to my continued storage of your personal information
- Restricting my processing or storage of your personal information in certain circumstances
- Claiming compensation for damages caused by our breach of any data protection laws
- Exercising these rights free of charge

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under the General Data Protection Regulation.

Exercising your rights

If you would like to exercise any of the rights outlined above, please:

- email, call or write to me (details of how below)
- Let me have enough information to identify you (e.g. name and property details)

Keeping your personal information secure

I have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. I limit access to your personal information to those who have a genuine need to know it and with your express permission. I will process your information in an authorised manner and subject to a duty of confidentiality.

I also have procedures in place to deal with any suspected data security breach. I will notify you and any applicable regulator of a suspected data security breach, where I am legally required to do so.

How to complain

I hope that I can resolve any query or concern you raise about my use of your information.

If you have a complaint or query, please contact me on telephone number: 0798 553 0335

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) where you work, normally live or where any alleged infringement of data protection laws occurred.

The supervisory authority in the UK is the Information Commissioner who may be contacted at: <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

Changes to this privacy notice

This privacy notice was published on 7th April 2020.

I may change this privacy notice from time to time but the version your signed will remain applicable to you.

Contact us

Please contact me if you have any questions about this privacy policy or the information I hold about you.

Antoinette Lindesay

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