

Privacy Notice



Introduction

Your confidence in the way I look after your data is important to me. I have prepared this Privacy Notice to explain the types of personal data I may collect about you prior to, during or after a diagnostic assessment and how I store, handle and work with that data safely. It also sets out your rights, how to contact me and how to complain in the event you have a problem or complaint.

Who I am

I am an independent assessor who is qualified to diagnose Specific Learning Difficulties (Dyslexia). I offer assessment and tutoring services. I am also able to make an onward referral to other health care professionals for other neurodiverse conditions should this be necessary.

Louise Cunningham - Specialist Teacher and SpLD Assessor

Email: info@dyslexiabedford.co.uk

Tel: 07359 816287

Protecting your data

When I collect or process your personal data, I am regulated by the General Data Protection Regulation, and I am responsible as 'controller' of that personal information for the purposes of delivering my services to you. I am registered with The Information Commissioners Office (ICO).

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 diagnostic assessment, 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 - so I can attend the address as required or record it on the assessment report
- Telephone number and email – so I can send you your report and request any information needed
- Background Information, including education and some medical history – 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

I use your personal information to:

- Deliver the service I have agreed to provide you with - a diagnostic assessment.

- Provide you with support, assistance and services in relation to dyslexia and related neurodiverse conditions as appropriate.

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 – I will share your information with your child's school if you have given me permission to do so
- Other Third Parties ('third parties') – I will only share your information with third 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.

How long your personal information will be kept

Following completion of the final assessment report, all client questionnaires and the data needed to complete the assessment will be kept for a period of 3 months, and then all raw data test sheets and questionnaires and all other personal data will be permanently deleted/destroyed.

The report will be held for a period of no more than 6 years from the date of completion if the report relates to an adult and until the year of their 25th birthday for any person whose report was completed while they were under 18 years of age.

When I am instructed to carry out tutoring, all notes, lesson plans, and informal assessments I undertake during my face-to-face tutoring will be deleted within 3 months of tuition ceasing.

During an assessment, it may be necessary for the assessor to make an audio recording of the individual's responses to a particular test. This will allow the assessor to review responses when analysing the results. The recording will be deleted as soon as the report is finalised.

Reasons I can collect and use your personal information

While I am delivering services to you, the majority of the data I process will be on the grounds of the contract we have for me to deliver that service. Any data retained beyond that time will be held based on my legitimate interests in being able to defend any future legal claim.

Where I require special category personal information, for example, health 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 the 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 address)

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.

Links to other websites

Throughout my website I may link to other websites owned and operated by certain trusted third parties. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. I do not control these third-party websites and am not responsible for their privacy statements.

When you leave this website, I encourage you to read the privacy policy of every website you visit.

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: 07359 816287 or email me at info@dyslexiabedford.co.uk

The General Data Protection Regulation also gives you the right to lodge a complaint with a supervisory authority in the UK.

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

Changes to this privacy notice

This privacy notice was published on 25th February 2025.

I may change this privacy policy from time to time. The most version will be available on my website and provided to you if it affects the way I use your data.

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

Assessor's Name: Louise Cunningham

Contact details: 07359 816287

Email: info@dyslexiabedford.co.uk

www.dyslexiabedford.co.uk