

Privacy Policy – Breakthrough Dyslexia

Owner/Controller

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1. Introduction

At Breakthrough Dyslexia, I provide assessments and specialist teaching for individuals with Specific Learning Difficulties (SpLD). To do this, I need to collect and use some personal information.

This Privacy Policy explains:

- What information I collect about you.
- Why I collect it.
- How I keep it safe.
- How long I keep it.
- Your rights under UK GDPR.

2. My Privacy Promise

I will always:

- Keep your personal information safe and private.
- Only use your data for the purposes explained here.
- Never sell or misuse your data.

3. The Legal Bases I Rely On

I only use your personal information when I have a valid reason, such as:

- **Contract** – to provide the service you have requested.
- **Consent** – when you give me permission (e.g., to share a report).
- **Legal duty** – e.g., keeping financial records for HMRC.
- **Legitimate interests** – where there is a genuine business or educational reason that does not unfairly impact you.

4. Special Category Data

Some of the information I collect is classed as *special category data* under GDPR, for example details about learning needs or relevant health information. I only collect and use this with your **explicit consent**, and only for carrying out assessments and providing tuition.

5. The Information I Collect

I may collect:

- Contact details – name, address, phone, email.
- Socio-demographic details – education, work, or background relevant to learning.
- Assessment information – test papers, results, questionnaires, and reports.
- Communication records – emails, phone call notes, letters.
- Contract details – services you have requested.
- Transaction details – payments you make to me (financial information is retained as required by HMRC for six years).

6. How I Collect Information

- Directly from you (emails, phone calls, forms, surveys, sessions).
- During services I provide (assessments, tuition, reports).

7. How I Use Your Information

I may use your information to:

- Provide assessments and tuition.
- Write and share assessment reports (only with your consent).
- Manage your relationship with me.
- Handle payments and invoicing.
- Develop services to meet learner needs.
- Keep accurate records for educational or legal reasons.

8. Sharing Your Information

- I will **never** share your information without your explicit consent.
- Sometimes you may ask me to share reports with schools, exam boards, or other professionals – this will only happen with your written permission.
- I use some trusted third-party services (e.g., secure cloud storage, email provider, accountant). These providers act as **data processors** and must comply with GDPR.

9. How I Keep Your Information Safe

I use a range of measures to protect your data:

- Password-protected and encrypted digital files.
- Secure storage for paper records.
- Shredding of paper documents after retention periods.
- GDPR-compliant cloud services (e.g., Microsoft/Google) with UK/EU safeguards.

10. Children's Data

If the learner is under 18, a parent or guardian will be involved in providing consent and in any decisions about how information is used or shared.

11. How Long I Keep Your Information

- Tuition records – kept while you are a client; some records may be retained if required by law.
- Assessment reports – kept for 6 years or until the learner reaches age 24 (whichever is later).
- Assessment notes, test papers, questionnaires – securely destroyed within 6 months of the assessment.
- Financial records – invoices and payment details are kept for 6 years as required by HMRC.

12. Your Rights

Under GDPR you have the right to:

- Access the information I hold about you.
- Correct inaccurate or incomplete information.
- Request deletion where data is no longer needed.
- Restrict or object to certain uses of your data.
- Withdraw consent at any time (this may affect the services I can provide).

To exercise these rights, contact me at **ncweatherley@gmail.com**.

13. Complaints

If you are unhappy with how I handle your information, please contact me first at **ncweatherley@gmail.com** so I can try to resolve the issue.

If you remain dissatisfied, you can contact the Information Commissioner's Office (ICO):

<https://ico.org.uk/make-a-complaint/>

14. Updates to This Policy

This Privacy Policy may be updated from time to time. The most current version will always be available on my website. If there are significant changes, I will let clients know directly.

Breakthrough Dyslexia