**Samantha Pryke**

**Dyslexia and SpLD Tuition**

**Privacy Policy**

This policy gives you information on how I collect, use and protect data collected by/submitted to me.

**Data Collection**

I only collect data that is voluntarily given to me.

Data is collected though my website for potential students (and their parents).

When you complete my online contact form, you send me your name, email address and a message of your choice. This data is used to contact you in response to the enquiry you made about my assessment and tuition services. If you choose to proceed with an assessment/tuition, this information is kept by me and used to maintain contact with you about your child’s tuition.

GoDaddy collects information about how many people have visited my website during the day, week and last 30 days. GoDaddy stores this information and has their own privacy policy. I am not responsible for the information they collect.

Further data is collected when a student and I begin working together, either for the purposes of lessons or an assessment. In this case, I collect personal information such as your name, your child’s name, contact details and details about your child’s educational background. This information is always given to me by parents on a voluntary basis and is used to help me deliver a high quality tuition programme for your child. I sometimes contact other professionals working with your child, but this is only done with your consent.

**Data Use**

Data is collected for a variety of purposes:

1. To respond to enquiries requesting my services.
2. To ensure that necessary information can be easily, quickly and efficiently given to you.
3. To ensure quick and efficient customer service.
4. To ensure the health and safety of my students.
5. To ensure that assessment reports are factual and reliable.
6. To ensure that students receive high quality lessons based on their individual learning needs.

**Data Security**

In order to maintain the security of your data, I use appropriate physical and electronic safeguards to protect your personal data from loss and unauthorised access, however I cannot guarantee that unauthorised third parties may never overcome those measure, with the Internet being an open system.

**Data Retention**

**Tutoring**: Data is only held while students are currently receiving lessons, unless it is required to be retained for legal reasons. All hardcopy paperwork is destroyed once a student ceases tuition and folders including copies of children’s work are passed on to you as the family, unless required for legal reasons.

If you contact me through my online contact form but then choose not to proceed with tuition, the information you submitted will be deleted from my email system within one calendar month.

**Third Party Websites** - I am not responsible for the data security system of any third party website. Shared folders are sometimes used by myself and my students to collaborate on work we are doing together. The folders are only shared on my own email address(es) and with the email addresses provided to me by student or their parents. My own Skype, Google Drive and Dropbox accounts are password protected, but I am not responsible for a breach in the security systems of Skype, Google Drive or Dropbox.

**Your rights**

You have the right to

1. see any of the information held by us for you (and your child/ren).
2. change or delete the information I hold about your child. Please note that certain information, if deleted, may mean that I am unable to continue working with your child.
3. Any changes will be implemented within one calendar month.

If you would like to exercise your right to do any of the above, please:

* Email or phone me
* Let me have enough information to identify you (e.g. name and address)
* Let me have proof of your identity (a copy of your driving licence or passport) and let me know the information to which your request relates

**Changes to our Policy**

I reserve the right to update my Privacy Policy at any time. If changes are made, I will notify you by email and change the policy on my website.

**Sharing personal information.**

We do not use your data for anything else and it will not be passed onto Third Parties, with the following exceptions:

1. Using email addresses in the Dropbox/Google Drive folder sharing process, in order to share a folder with your child, and also to connect with your child on Skype. This is only done with your prior permission and using the contact information you have provided me with for this purpose.
2. With your permission, to collaborate with another professional working with your child. This can be helpful for assessments and tutoring, as it is sometimes useful for me to contact your child’s teachers, for example, to ensure tuition is relevant to what your child is doing at school. Consent will always be sought from you before I contact another professional about your child.
3. To medical bodies in case of emergency.

**Lawful Basis for Processing**

All information held will be held due to legitimate, consensual and contractual necessity.