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**SEND and Dyslexia Hub GDPR Policy**
*Effective Date: April 2025*

**1. Introduction**

At the SEND and Dyslexia Hub, we are committed to protecting the personal data of our clients, including students, parents, and guardians. This GDPR (General Data Protection Regulation) policy outlines how we collect, process, and safeguard personal information in the course of providing dyslexia tutoring, assessments, and consultations.

**2. Data Controller**

The SEND and Dyslexia Hub acts as the data controller, responsible for the collection and processing of personal data in accordance with GDPR regulations.

**3. Personal Data We Collect**

We may collect and process the following types of personal data:

* **Parent/Guardian Information:** Name, address, email, and phone number
* **Student Information:** Name, age, educational history, dyslexia-related learning needs, and assessment results
* **Tutoring & Assessment Data:** Individual learning plans, progress reports, assessment outcomes, and consultation notes
* **Additional Information:** Relevant details provided voluntarily by the student, parent, or guardian to support learning and assessment

**4. Purpose of Data Processing**

Personal data is collected and processed for the following purposes:

* To assess dyslexia-related learning needs and provide tailored tutoring services
* To conduct dyslexia assessments and provide formal reports or recommendations
* To offer consultations and professional advice to parents, guardians, and educators
* To monitor progress, adjust learning strategies, and enhance support for each student
* To maintain clear communication about services, scheduling, and ongoing support

**5. Legal Basis for Data Processing**

The SEND and Dyslexia Hub processes personal data based on one or more of the following legal grounds:

* **Consent:** When explicit permission is provided by the parent, guardian, or student
* **Contractual Necessity:** When processing is necessary for the delivery of tutoring, assessments, or consultations
* **Legal Obligation:** When compliance with regulations or policies requires data retention or reporting

**6. Data Retention**

Personal data will be retained only as long as necessary for the purposes outlined in this policy or as required by law. Upon completion of tutoring, assessment, or consultation services, personal data will be securely deleted or anonymized, unless further retention is legally or professionally justified.

**7. Data Security**

We take all necessary technical and organizational measures to ensure the security and confidentiality of personal data, including:

* Secure digital storage and encrypted communication
* Restricted access to data, ensuring only authorized personnel can view sensitive information
* Regular updates to security protocols to comply with best practices
* Ongoing training on data protection and GDPR compliance

**8. Data Sharing & Third Parties**

We do not sell or share personal data for marketing purposes. However, data may be shared under the following circumstances:

* **Parent/Guardian Communication:** Information about student progress, assessments, and recommendations
* **Educational Institutions:** With prior consent, relevant data may be shared with schools or professionals to support the student’s learning needs
All third-party data processing will adhere to GDPR guidelines to ensure privacy and security.

**9. Your Rights Under GDPR**

As a data subject, you have the right to:

* Access personal data and request details of its processing
* Request corrections to inaccuracies in your personal data
* Request deletion of personal data, subject to legal or educational requirements
* Restrict processing of certain personal data under specific circumstances
* Object to data processing where applicable
* Request data portability, where feasible
* Withdraw consent at any time, where consent-based processing applies

To exercise these rights or raise concerns, please contact us using the details provided below.

**10. Policy Updates**

We reserve the right to update or amend this GDPR policy as needed. Any changes will be communicated, and the latest version will be accessible on our website.

**Contact Information:**
SEND and Dyslexia Hub
Email: sinead@thesendanddyslexiahub.com
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