



Thanet Dyslexia Services

EMPOWERING LIFE LONG LEARNING

Privacy Policy

Overview

Your confidence in the way Thanet Dyslexia Services look after your data is important to us. This Privacy Policy explains the types of personal data that may be collected about you prior, during or after an assessment or tutor session and how this data is stored, handled, and kept safe. It also sets out your rights, how to contact us and (if you need to) how to complain in the event you have a problem or complaint.

Information about Us

Thanet Dyslexia Services is the sole trader business of Jennifer Jennings.

Person responsible for Data Protection: Jennifer Jennings

Email: info@thanetdyslexiaservices.co.uk

Thanet Dyslexia services offer a range of services including assessments, exam access arrangements and one-to-one tuition.

Protecting your data

When your personal data is collected or processed by Thanet Dyslexia Services it is regulated by the [General Data Protection Regulations](#) which applies across the European Union (including the United Kingdom) and Jennifer Jennings is

responsible as 'controller' or 'processor' of that personal information for the purposes of those laws. As such Jennifer Jennings is registered with The Information Commissioners Office and the ICO number is: ZB303040

The personal information collected and used

On our websites we receive, collect and store any information you submit via the 'Contact Us' form. This information is stored and processed by the web hosting companies listed below but is controlled by us. Please read their privacy policies, (links below), if you would like more information on the data collected, how it is stored, and any third-party services used.

[GoDaddy Archived Privacy Policy – Effective May 25, 2018 – GoDaddy UK](#)

- thanetdyslexiaservices.co.uk
- thanetdyslexia.co.uk

In addition to any data that you provide, these sites may collect, (automatically through monitoring tools), the Internet protocol, (IP), and address used to connect your computer to the Internet. Our websites, (thanetdyslexiaservices.co.uk), are hosted on the godaddy.com platform. Your data may be stored through GoDaddy .com data storage, databases and the general godaddy.com applications. They store your data on Thanet Dyslexia Service's secure servers behind a firewall. For more information, please see GoDaddy's data protection policy.

Before the assessment you will be required to complete a questionnaire, which is completed via Google forms and stored on Google. Please see Google's privacy policy.

What Information do we collect from our clients?

The information collected about you is needed to deliver the services you have asked for, either assessment, tuition, in-school support or exam access arrangement support. This information serves to keep us informed about things you might reasonably expect, given our relationship.

That tends to include things like:

- Who you are – so it is known what to call you
- Where you live – so the address can be attended as required
- Telephone number and email – so a report can be sent, and any information needed requested
- Background Information including medical /disability information, date of birth and gender – to gain a better understanding of the student before an assessment or tutor session takes place
- If contact is made as a parent or carer, information about your children as above
- Reports from an assessor, other professionals – to gain a better understanding of the individual's strengths and difficulties and what programmes to put in place
- Information from schools about the student

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

How data is collected?

When you contact us via email, phone or text, or through our online contact form, we collect only the personal information you give us (such as your name, phone

number, email address), which is necessary to provide our services. Data is also collected via questionnaires electronically or paper based.

We communicate via email and text and will keep your details in our email system to reply to you and to keep you informed about the services you are interested in; however we will not contact you unless you have given your permission for us to do so. If you decide you do not want to hear from us then please let us know and we will remove your details from our database.

Why do we collect your data?

- To communicate with you as a response to an email, web enquiry, text or telephone call
- To supply you with the services and products you request
- To provide you with ongoing support and services
- To collect payment for our services
- To comply with statutory requirements for bookkeeping, auditing and accounting

HOW DO WE STORE YOUR DATA?

When you engage our services, we store the information we collect about you electronically and/or on paper. Electronic data is kept in a secure Dropbox account or Google drive.

In addition, files containing sensitive information, such as diagnostic assessment reports provided to us, are password protected. We use email or file sharing to transfer data, using password protection if it contains sensitive or highly confidential information.

A child's name may be stored on websites used to support tutoring sessions such as WordShark, TTRS and Spellzone, as required to allow us to create accounts for their use. No other identifying or personal information is used to set up these accounts. Dropbox is GDPR compliant and does not have access to any of your data.

A client's initials and date of birth may be stored on Riverside Insights for the purpose of assessment analysis. No other identifying information is included on this platform. [Assessment Privacy Policy \(riversideinsights.com\)](https://riversideinsights.com/assessment-privacy-policy)

Please see their privacy policies for further details.

How your personal information is used

Normally, your personal information is used to:

- Deliver the service that has been agreed with you – a diagnostic assessment, screening, study skills, exam access arrangements or individual one-to-one tuition
- Provide you with support, assistance and services in relation to dyslexia and related neurodiverse conditions as appropriate

Who is your personal information shared with?

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

- Your child's school – information with your child's school will only be shared 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
- We will not share data with 3rd parties for marketing purposes

As you would expect, personal information will be shared with law enforcement or other authorities, if required by applicable law. Your personal information will not be shared with any other third party.

How long do we keep your data?

If you have subscribed to our website, we keep your data until you no longer want to remain on the list. You can request removal at any time.

We keep the names and email addresses of people who have asked us not to send them communications for an indefinite time to ensure that we do not contact you. You may request to be removed from this list at any time.

We will keep a list of people interested in our courses or requiring tuition for a period of two years.

We keep the records of those who have received tuition, lesson notes and copies of work completed in tuition sessions for a year after tuition has ceased.

We keep copies of assessment reports, (stored electronically), and test papers for the time required by law and as advised by our professional bodies. This may vary over time.

Currently electronic reports are kept for 6 years for adults and reports for minors are kept until they are 25 years of age.

Test papers are destroyed after 12 months.

Background questionnaires are removed from google docs after a month and PDF copies are stored in Dropbox with the reports.

Reasons that your personal information can be collected and used

- To communicate with you as a response to an email, web enquiry, text or telephone call
- To supply you with the services and products you request
- To provide you with ongoing support and services
- To collect payment for our services
- To comply with statutory requirements for bookkeeping, auditing and accounting

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 are held
- 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

Thanet Dyslexia Services have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. Access to your personal information to those who have a genuine need to know it and with your express permission. Your information will be processed 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 at:

info@thanetdyslexiaservices.co.uk.

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 01st December 2023.

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon posting on the website. If we make major changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

Contact me

Please contact me if you have any questions about this privacy policy or the information that is held for you via email: info@thanetdyslexiaservices.co.uk