



South Ribble Dyslexia Customer Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

Contact Details

Telephone - 07513912663

Email louise@southribbledyslexia.com

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Health information (including hearing, eye sight and health conditions)
- Educational Background
- Genetic information

Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

Consent

Legitimate interest: South Ribble Dyslexia collects information to enable us to carry out diagnostic assessments for dyslexia or other Specific Learning Difficulties, or for Workplace Needs Assessments.

Where we get personal information from

- People directly
- Schools, colleges, universities or other education organisations
- For **Workplace Needs Assessments** information will be required from your **employer and line manger**

How long we keep information

All test papers will be destroyed one month after the completed assessment report has been sent to the client. Reports for children under 18 will be kept until their 25th birthday, for adults over 18 reports will be kept for 7 years.

Completed reports will be password protected and stored in the online cloud storage facility of Office 365, in individual folders.

If you require data to be deleted prior to these dates a written request is required stating the reason for the request, if agreed, the data will be securely destroyed, and the report will no longer be available should it be required in the future.

Who we share information with

Other relevant third parties:

If an assessment is commissioned by a third party, the report will be shared with them. Depending on your agreement with them, I will either send the report directly to you or the commissioning organisation will send it to you.

Some tests require online scoring, this is your name and date of birth, Louise Nicholson of South Ribble dyslexia is the account holder and the only person who can access the online scoring platform. The Privacy Policy for Riverside Insights, who hold the online scoring information, can be found here [Assessment Privacy Policy \(riversideinsights.com\)](https://www.riversideinsights.com/assessment-privacy-policy)

Sending Information

The report will be sent password protected to the email address of the person being assessed and the person who commissioned the report (if different). I do not have an encrypted email system; information will be sent via email unless an alternative method is requested.

If you require a none password protected copy, this must be requested by email, from the email address used to book or confirm the assessment.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

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

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