



Privacy Policy

Effective Date: 11th May 2026

1. Introduction

This privacy policy explains how we collect, use, and protect your personal data in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We are committed to ensuring that your privacy is protected and that your personal data is handled lawfully, fairly, and transparently.

2. Data Controller

Name: North East Lincolnshire Dyslexia Services

Email: info@northeastlincs-dyslexia.co.uk

Phone: 07926213206

We are the data controller responsible for your personal data.

3. What Information We Collect

Depending on the service provided, we may collect and process the following data:

a) Personal Information

- Name
- Date of birth
- Address
- Email address
- Phone number

b) Sensitive (Special Category) Data

As part of dyslexia assessments, we may collect:

- Educational history
- Cognitive assessment results
- Information relating to learning difficulties or disabilities
- Reports from schools, psychologists, or other professionals

c) Information Relating to Schools and Staff

When delivering training or conducting dyslexia-friendly audits, we may collect:

- Names and professional contact details of school staff
- Roles within the school
- Training attendance records
- Feedback and evaluation data
- Observational notes relating to classroom practice or whole-school systems

We do not intentionally collect personal data about pupils during training or audits unless this is necessary and agreed in advance.

d) Administrative Information

- Appointment details
- Payment records
- Correspondence (emails, messages)

4. How We Use Your Information

We use your data to:

- Conduct dyslexia assessments
- Prepare assessment reports
- Deliver staff training on dyslexia and inclusive practice
- Carry out dyslexia-friendly school audits and provide recommendations
- Communicate about appointments, training, and services
- Liaise with schools or other professionals (with appropriate consent)
- Maintain accurate records

- Meet legal and professional obligations
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5. Lawful Basis for Processing

Under UK GDPR, we rely on the following lawful bases:

- **Contract** – to provide assessment, training, and consultancy services
- **Legal obligation** – for record keeping and compliance
- **Legitimate interests** – for running our services effectively, including training and audit evaluation
- **Explicit consent** – for processing special category data (e.g. assessment results)

For special category data, we rely on explicit consent under Article 9(2)(a) UK GDPR and, where applicable, provision of educational support services under Article 9(2)(h).

Where services involve children under 18, consent for processing special category data will usually be obtained from a parent, guardian, or person with parental responsibility, unless the young person is deemed competent to provide consent themselves.

You may withdraw consent at any time where consent is relied upon.

6. How Your Data Is Stored

- Data is stored securely using password-protected systems
 - Paper records are kept in locked storage
 - Electronic files are encrypted where appropriate
 - Access is restricted to authorised personnel only
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7. Data Retention

We retain personal data only as long as necessary:

- Assessment records: typically 6–7 years (or longer for minors, in line with safeguarding guidance)
- Training and audit records: typically 3–6 years
- Financial records: 6 years (HMRC requirement)

After this period, data is securely deleted or destroyed.

8. Sharing Your Information

We will only share your personal data where necessary, lawful, and appropriate, including where consent is required or where disclosure is required by law.

With appropriate consent or agreement, we may share relevant information with:

- Schools or colleges
- Local authorities
- Educational psychologists or specialist professionals
- Commissioning organisations (for training or audits)

We ensure that only necessary information is shared.

9. Your Rights

Under UK GDPR, you have the right to:

- Access your personal data
- Request correction of inaccurate data
- Request erasure (where applicable)
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent at any time

To exercise your rights, please contact us using the details above.

We aim to respond to all requests within one calendar month, in line with UK GDPR requirements.

10. Data Security

We take appropriate technical and organisational measures to protect your data against:

- Unauthorised access

- Loss or misuse
 - Accidental disclosure
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11. Website Use and Cookies

a) Website Use

When you visit our website, we may collect limited information automatically, such as:

- IP address
- Browser type and version
- Pages visited and time spent on the site
- Referral source (e.g. search engine)

This information is used to help us understand how visitors use our website and to improve its performance and usability.

b) Contact Forms

If you contact us via a website form, we collect the information you provide (such as your name, email address, and message) in order to respond to your enquiry.

We will not use this information for marketing purposes unless you have explicitly opted in.

c) Cookies

Cookies are small text files stored on your device when you visit a website.

We may use:

- Essential cookies – required for the basic functioning of the website
- Analytics cookies – to understand how visitors use the site (e.g. page views, traffic patterns)

Where required, we will request your consent before placing non-essential cookies on your device.

You can control or delete cookies through your browser settings.

d) Third-Party Services

Our website may use trusted third-party services such as:

- secure cloud storage providers

- accounting software
- email providers
- booking systems
- website hosting services
- analytics providers

These providers may process data on our behalf in accordance with data protection law.

12. Complaints

If you are unhappy with how your data is handled, you can contact:

Information Commissioner's Office (ICO)

Website: <https://www.ico.org.uk>

Phone: 0303 123 1113

13. Updates to This Policy

This policy may be updated from time to time. The latest version will always be available on our website or upon request.

14. Acknowledgement

By engaging our services or using our website, you acknowledge that you have read and understood this privacy policy.