

Hilary Dyslexia customer privacy notice

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

Contact details

07837175691

hilarycarslake@hotmail.com

What information I collect, use, and why

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

- Contact details – for example home address, email address and telephone numbers.
- Sensitive personal data - for example, details of why an individual seeks an assessment, details of a disability or specific learning difficulty, details of support a client/learner may have had in the past, assessment data, and notes written during and after support or assessment sessions or after other contact with the client/learner.
- Dates and records of meetings and telephone conversations held with a client/learner.
- Family Details – for example details of other family members with whom a client/learner or a client/learner's school/college/workplace have given me consent to liaise.

Lawful bases

Lawful bases for collecting or using personal information to provide services and goods are:

- Consent
- Legitimate interest: I need this information to plan and provide the assessment or specialist support the client/learner has requested.

Where I get personal information from

- People directly
- Schools, colleges, universities or other education organisations

How long I keep information

For information on how long I keep personal information, see the retention schedule at:

 [Retention Schedule](#)

Who I share information with

I may need to share assessment reports with PATOSS (the Professional Association of Teachers of Students with Specific Learning Difficulties) in order to renew my APC (SpLD Assessment Practising Certificate). PATOSS may need to share data with SASC (the SpLD Assessment Standards Committee).

Any assessment reports shared will be fully anonymised apart from the client/learner's date of birth and the date of the assessment.

Here are the links to the privacy policies of PATOSS and SASC:

<https://www.patoss-dyslexia.org/Company-Policies>

<https://www.sasc.org.uk/privacy-policy/>

Your data protection rights

Under data protection law, you have rights including:

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

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

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

Your right to restriction of processing - You have the right to ask me 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 I transfer the personal data you gave me to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When I 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, I have one calendar month to respond to you.

To make a data protection rights request, please contact me using the contact details at the top of this privacy notice. Note: Requests from clients/learners to delete data relating to an individual will be considered on a case-by-case basis but I may be unable to remove all assessment records and/or support notes for legal reasons.

How to complain

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

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

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>

Last updated

2 August 2024

This privacy notice will be reviewed annually in August and any necessary changes or updates made.