**Privacy Statement 360 Dyslexia Ltd November 2024**

Information about Us

360 Dyslexia Ltd is the company name of the limited company of Vicki Lader

Data Protection Officer : Vicki Lader

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360 Dyslexia Ltd is a small company with a focus on assessment and support to individuals who have dyslexia and other Specific Learning Difficulties (SpLD).  This privacy policy explains how any personal information that is collected is used when you contact or use the service.

Our policy complies with the Data Protection Act 2018 (Act) accordingly incorporating the EU General Data Protection Regulation (GDPR).

​The law requires us to tell you about your rights and our obligations to you in regard to the processing and control of your personal data.

By providing 360 Dyslexia with your personal information you accept and consent to the practices described in this policy.

The company is registered with the Information Commissioner's Office, the regulator of the Data Protection Act 1998 and abide by its requirements. Registration number ZB290967

**What information do we collect from our clients?**

Depending on the service we are providing, we may collect the following data from children and adults. We collect this through paper and electronic application forms and questionnaires and documentation provided by you, over the phone, by email or submitted online:

* Name (Title, First and Surname);
* Home address;
* Email address;
* Telephone number;
* Payment information
* Medical/disability information;
* Date of birth;
* Gender;
* Background information on the child or adult being assessed or tutored (collected from child/parents/school);
* Notes on strengths/weaknesses/areas of need.

**How do we collect the data?**

When you conduct a transaction on our website, by email, by phone or text, or online booking service such as Calendly, we collect only the personal information you give us, (such as your name, phone number, email address), which is necessary to provide our services.

When you engage our services as an assessor we collect information through email, application forms, (and associated documentation), and questionnaires. We communicate via email and text and will keep your details in our email system in order to reply to you and to keep you informed about the services you are interested in.

Data is only shared to allow us to carry out contracted services. You will be asked to sign a privacy agreement prior to the assessment. This can be found on the parent/ client questionnaire.

**How your data is handled**

The information that may identify you is held and used in accordance with GDPR.  This requires us to process personal data only if there is a legitimate basis for doing so and that any processing must be fair and lawful. Within the Specific Learning Difficulty sector, we have a duty of confidence, which means that we treat all information confidentially and it is only used for the purpose of providing an assessment or support.

Strict security procedures are followed in the storage and disclosure of your information, and all computer systems are password protected.  Paper copies of answers and responses from the assessments are stored in a locked filing cabinet.

Your personal data is not sold, rented or exchanged with any third party.  We will not share your information for marketing purposes with any third-party companies. Your contact details are only used to supply you with information, visit you or send you an invoice or assessment report.

**How long is data stored?**

Personal data (name, address, contact details, questionnaire responses and assessment reports) is stored for the period recommended by the professional associations (British Dyslexia Association and Patoss) after which time it will be destroyed. Currently electronic reports are kept for 7 years for adults and reports for minors are kept until they are 25 years of age.

**Your Data Protection rights**

You have the right to view, amend, delete or have a copy of data that can identify you, with some exceptions. You do not need to give a reason to see your data. Please contact us by email to do so.

In addition to any data that you provide, these sites may collect, (automatically through monitoring tools), the Internet protocol, (IP), address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history.

The website for the company, 360dyslexia.co.uk is hosted on the Wix.com platform. Wix.com provides the online platform in order to sell our products and services to you. Your data may be stored through Wix.com’s data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall. For more information, please see Wix.com’s Privacy Policy.

### How can you withdraw your consent?

### You have the right to have your person data erased.

You can withdraw your consent by contacting the relevant Data Protection Officer, (listed at the beginning of this document), verbally or in writing. If you do not receive a response to your email, please contact us again. We will act upon your request without undue delay and within one month of receipt.

Please note that this right is not absolute – we are required to hold certain data for legal and accounting reasons.

**Complaints and questions**

Please contact us in the first instance with any questions or complaints you may have. 360dyslexia@gmail.com

**Updates to this privacy policy**

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.

If you would like to find out more about your rights and our obligation under the General Data Processing Regulation, then please visit: <https://ico.org.uk/>

### Cookies

Our website uses cookies. Cookies are small text files that are placed on your computer’s hard drive by your web browser when you visit any website. They allow information gathered on one web page to be stored until it is needed for use on another, allowing a website to provide you with a personalised experience and the website owner with statistics about how you use the website so that it can be improved.

Some cookies may last for a defined period of time, such as one day or until you close your browser. Others last indefinitely.

Your web browser should allow you to delete any you choose. It also should allow you to prevent or limit their use.

​When you first visit our website, we ask you whether you wish us to use cookies. If you choose not to accept them, we shall not use them for your visit except to record that you have not consented to their use for any other purpose.

Cookies are used in the following ways:

* to track how you use our website
* to record whether you have seen specific messages we display on our website
* to keep you signed in to our website
* to record your answers to surveys and questionnaires on our site while you complete them