

GDPR

Dyslexia West Midlands Privacy Policy – General Data Protection Regulation GDPR

DWM provides assessments to determine Dyslexia and co-occurring difficulties, work place consultations, tuition and other services.

DWM Privacy Policy means that we respect any personal information that you provide us with, or that we ascertain from your tuition or assessment and from any services or any other interactions with us.

This privacy policy explains how we use any personal information that we collect when you use our services. In this Privacy Policy, references to **you** means the person whose personal information we collect, use and process. This includes anyone who contacts us in connection with the products and services we provide.

What information do we collect about you?

We collect information about you when you undertake an assessment, work place consultation or tuition with us, or one of our associate tutors or assessors. The purpose of this information is to gather information about you relevant to the tuition, assessment or consultation and to write the accompanying report.

We may collect and process information about you as relevant to your tuition or assessment including:

- your name
- your date of birth
- your contact telephone numbers (including mobile)
- your email and postal address
- your school/college/university or other educational establishment details
- your employer details
- your relevant health details
- your relevant educational assessment details
- your relevant special educational needs assessment details, including, for example, DSA needs assessment
- any other information voluntarily provided to us.

How long is the information kept for?

Personal information will be retained by us for as long as is reasonably necessary to provide our services and products. All test results and the contents of any report are strictly confidential, and will be stored securely, in line with the key principles of the Data Protection Act and GDPR.

Test papers and other confidential information will be securely destroyed after 12 months and PDF copies of reports will be deleted after 2 years

Who is personal information shared with?

We will only share information about you internally.

We will only share information about you with your consent to third party organisations, and only as relevant to the services we provide. These organisations include:

- your school/college/university or other educational establishment
- relevant funding bodies
- your employer – where you have been referred to us via your employer or are accessing support via your employer
- any other organisation you voluntarily consent to.

We will not pass on your information to other companies for marketing purposes.

Access to your information

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email us at: info@dyslexiawestmidlands.com

We want to make sure that your personal information is accurate and up to date. You may ask us to correct or remove information you think is inaccurate. You also have the right to ask us to delete the records that we hold about you.

If you would like to make corrections, request us to delete the information we hold about you or to complain about the way that we process your personal data please email us at: info@dyslexiawestmidlands.com

Protecting personal information

As effective as modern security practices are, no physical or electronic security system is entirely secure. We cannot guarantee the complete security of our database, nor can we guarantee that information you supply will not be intercepted while being transmitted to us over the internet. Any transmission is at your own risk. In the event that there is an interception of your personal information or unauthorised access or use of our database, we will not be liable or responsible for any resulting misuse of your personal information.

DWM

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