

Lorraine Forehead, trading as Dyslexia Assessment Surrey, takes your privacy seriously. In this Privacy Policy information is provided about when and why your personal information is collected, how it is used, the limited conditions under which it may be disclosed to others and how it is kept secure.

I am registered with the Information Commissioner's Office and this policy is in line with the General Data Protection Regulations (GDPR).

I need to collect certain types of information about clients to fulfil full diagnostic dyslexia assessments, workplace assessments, screening for dyslexia and other services offered by me.

#### **Types of Data We Collect:**

When a client contacts me for an assessment, I collect a range of information to enable me to fulfil that service provision.

The information collected might include:

- Date of Birth.
- Contact details including home address, email address and telephone number.
- Why the client seeks an assessment, details of difficulties experienced, details of support received in the past, background information from the school/college/university/workplace, assessment data and notes written during and after the assessment.
- Dates of meetings held with the client.
- Family details, for example, details of other family members with whom a client or a client's school/college/university/workplace have given their consent to liaise with.

#### **Why I Collect This Information:**

I collect this information for the following reasons:

- To plan and provide the assessment the client has requested.

**Who I Might Share This Information With:**

- Personal data may be used by publishers where digital scoring platforms are used.
- Your personal data will not be shared with any third party for marketing purposes.

**Confidential Assessment Reports**

- The assessment report that is written following a full diagnostic assessment will be stored electronically on a password-protected computer for no longer than six years.

**Access to Your Personal Information**

You are entitled to view, amend, or delete the personal information that is held. Email your request to [Lorraine@dyslexiasurrey.co.uk](mailto:Lorraine@dyslexiasurrey.co.uk). Note: Requests from clients to delete data relating to an individual will be considered on a case-by-case basis but we may be unable to remove all assessment records and support notes for legal reasons.

**Changes to This Privacy Notice**

Our Privacy Notice may be updated over time and you can check the website at any time to view the current Privacy Notice.