

Privacy Notice Dyslexia Matters

This policy explains how we use any personal information that we at Dyslexia Matters Ltd collect when you contact us and use our services. Our company number is 09611277.

Contacting us:

If you have any questions about this privacy policy and how we use your information you can contact us by writing to us at: Dyslexia Matters Ltd, Black Horse, Southill Road, Broom, SG18 9LA, by emailing us at info@dyslexiamatters.co.uk or phoning 01767 313100.

Dyslexia Matters needs to hold information about you, so that we can support you. Any personal information that you give to us will be processed in accordance with the UK Data Protection Act 1998, the GDPR, Dyslexia Matters Data Protection Policy and this Privacy Policy.

1. What information do we collect about you?

We collect information about you when you register with us, for example for a course or for an assessment. All the information we collect on candidates is held securely on our Customer Relationship Management System (CRM)

2. How do we collect your information and why?

2.1 We will only use your information where we have a legal basis to do so and will always respect your rights.

2.2 If you are doing, or intending to take a course with us, we collect information about you on your application form to process your interest, manage your qualification, and, if you agree, email you about developments about dyslexia and news about our company and the services we offer.

2.3 If you register an interest in one of our courses we may keep a record of such interest for a limited period, to enable us to handle queries more efficiently.

2.4 If you request an assessment from us, we will collect data in order to process the assessment and write up the report.

2.5 If you apply for a role with Dyslexia Matters Ltd, the personal data you supply as part of the recruitment process will only be held and processed for the selection process. Unsuccessful applicant data will be held confidentially within the recruitment system for a period of two years before it is deleted in order that we can respond to statutory reporting requests. Successful applicants' data will be stored in a paper format to comply with the awarding body's requirements.

3. How will we use the information and who will it be shared with?

3.1 We will not pass on your information to other companies for marketing purposes, and will only share it internally, or externally in order to enable us to carry out the contracted services e.g. registering you with an awarding body or arranging for you to have an assessment.

3.2 Any feedback data you give to us will be anonymised.

4. How long we keep your information

We will contact you after you finish your qualification with us to check that you wish us to keep your information for future courses and to continue receiving our information such as blogs or newsletters. In some circumstances we have to keep data, for example, we are required to keep

assessment papers, test results and reports for individuals under age 16 are held until their 24th birthday, for adults these are held for 6 years. If you would like to know how long we will hold any specific information, then please contact us and we can provide further details.

4. Marketing

We would like to send you information about products, services and dyslexia information that you may be interested in. You will be asked for your consent to enable us to do this. If you do give your consent, you can withdraw that consent at any time by emailing us at info@dyslexiamatters.co.uk. If you are registered on a course with us, we will email you after you have received your certificate to see if you wish to continue receiving information from us.

5. Your rights

Under the General Data Protection Regulations (GDPR) you have the following rights:

Information Right – the right to receive the information contained in this policy and our data collection forms about the way we process your personal data.

Personal Data Access Right – the right to know that we are processing your personal data and, in most circumstances, to have a copy of the personal data of yours that we hold. You can also ask for certain other details such as what purpose we process your data for and how long we hold it.

Personal Data Correction Right – You have the right to request that we correct inaccurate data or complete incomplete data that we hold on you.

Personal Data Erasure Right – Known as the Right to be forgotten. In certain circumstances you may request that we erase your personal data held by us.

Personal Data Restriction Right – You have the right to restrict the way we process your personal data in certain circumstances, for example: if you contest the accuracy of the data, if our processing is unlawful, to pursue legal claims, where we are relying on legitimate interests to process data.

Data Processing Objection Right – You have the right to object to us processing your data for (i) direct marketing purposes (ii) scientific or historical research or statistical purposes and (iii) purposes of profiling related to direct marketing or based on our legitimate interests or on the performance of a task in the public interest

Data Portability Right – you have the right to receive a copy of certain personal data or to have it transferred to another organisation in some circumstances.

6. Complaints

If you have any complaints about how we handle your personal data, please contact us so we can resolve the issue, where possible. You also have the right to lodge a complaint about any use of your information with the [Information Commissioners Office](#), the UK data protection regulator.

7. Changes to the Privacy Policy

We will review this policy regularly and may update it should we make changes in how we use your information. You may wish to check this policy each time you provide Dyslexia Matters Ltd with your information. Where appropriate, we will provide you with notice of any significant changes to how we use your information.

Last updated 9th April 2018

