

## **POLICY NOTICE**

### **Privacy Statement**

This is the privacy policy of Juliet Knollys, Specialist Dyslexia/SpLD assessor. In this document, "I", "me", "my", or "mine" refers to Juliet Knollys, Specialist Dyslexia/SpLD assessor.

#### **Overview**

I am committed to respecting the privacy and protecting the data of my clients who share personal data with me via email, post, text, messenger or phone.

When you contact me to provide a service, such as an assessment for dyslexia, I will collect a range of information to enable me to fulfil that service provision. I have procedures to protect your data when you send it to me and when I process it to provide you with the services you have requested. The data you provide will be used only for the efficient provision of agreed-upon services. It will not be shared with anyone else unless explicitly stated in this document. You have the right to see what data I hold on you and to request that any data held be amended or deleted. Please contact me at the email address in section (a) if you have any concerns or queries.

When I collect or process your personal data I am regulated by the UK General Data Protection Regulations (GDPR). I am responsible as 'controller' or 'processor' of that personal information for the purposes of those laws. I am registered with the Information Commissioner's Office and my ICO reference number is C1598644.

#### **(a) Information about me:**

I operate as a sole trader in my capacity as Specialist Assessor.

Data Protection Officer: Juliet Knollys

Email address: [knollysj@gmail.com](mailto:knollysj@gmail.com)

#### **(b) What information do I collect?**

Depending on the service I am providing, I may collect the following data (see below). I collect this through paper or electronic booking forms and pre-assessment questionnaires, and from information provided by you either over the phone, by email, during meetings or submitted online:

- Personal identifiers and biographical information, such as name, date of birth and gender
- Contact details, such as home address, email and phone numbers
- Dates of meetings held with the client
- Personal data such as medical/disability information, notes written during the assessment process or after other contact with the client and/or their parent or carer.
- Background information on the client being assessed (collected from the child or young person; parents or carers; school or college; the adult being assessed), including notes on strengths/weaknesses/areas of need.

#### **(c) How do I collect your data?**

When you engage with my services as an assessor, I collect information via email, phone conversations, in-person conversations, electronic or paper pre-assessment questionnaires.

**(d) Why do I collect data – what do I use it for?**

I will communicate with you (via email, phone and in person), and keep your name, telephone number and email address online, so that I can reply to you and make contact to arrange meetings or discuss the assessment and follow up services.

I also keep your data so that I can collect payment for my services, and to comply with statutory requirements for bookkeeping, auditing and accounting.

I collect other data such as that in the bullet points listed in section (b) so that I can plan and deliver the service I have agreed to provide you with, and I can be fully informed about the profile of those I assess. For example, collecting background information helps me to pinpoint the areas of strength and possible difficulty in the profiles of those I assess.

**(e) Where do I store your data?**

When you engage my services, I store the information I collect about you electronically and on paper. Electronic data is kept on my One Drive in a secure password-protected account. In addition, electronic files containing sensitive information, such as diagnostic assessment reports, are individually password protected. Hard copies of documents are stored securely in a locked filing cabinet in my property.

I use email to transfer data, using password protection for any sensitive or highly confidential information. For example, I will send you a password protected electronic copy of the diagnostic assessment report.

Additionally, I may use QuickBooks for invoicing and bookkeeping and store your name, email address and postal address within their system. QuickBooks are GDPR compliant and do not have access to any of your data. In cases where QuickBooks is not used, invoices will be securely stored digitally for the required 5 years.

**(f) How do I share your data?**

I will not share data with third parties for marketing purposes.

I do not share your personal data with anyone unless there is good reason to do so. This might include:

- Your child/young person's school or college (if you have given permission for this)
- Other professionals (if you have given me permission to do so - see below\*)
- Law enforcement officials or other authorities, if required by applicable law

\*On occasion, I will be requested by a professional body responsible for accreditation and/or qualification, such as the British Dyslexia Association, to submit evidence from assessments I have carried out for the purposes of renewal of my qualifications. In such cases, any assessment documents relating to you or your child/young person will be submitted to such a body only with your prior consent and only once all identifying personal information (such as set out in section (b) above) has been anonymised or removed.

**(g) How long do I keep your data?**

I will hold your personal data for as long as it is needed to allow me to provide you with the service, and for the period after support ends that I am required to retain this information by applicable UK law (currently 6 years after an individual's 18<sup>th</sup> birthday, or 6 years for an adult). Test

papers, notes taken during assessment and other such supporting papers will be kept securely for the same length of time as detailed above.

#### **(h) Your rights under GDPR**

You have several rights under the GDPR, including data correction, data erasure, data restriction, data objection and so on. For full details, see <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>.

You have the right to request your data or withdraw your consent, as described below. Please contact me for information on any other rights mentioned above.

#### **(i) How you can withdraw your consent**

You have the right to have your personal data erased: the “right to be forgotten”. You can withdraw your consent by contacting me. If emailing, please ensure you put the subject as ‘withdrawal of consent.’ I will email you back to confirm your request. I will act upon your request without undue delay and within one month of receipt. Please note that this right is not absolute – I am required to hold specific data for legal and accounting reasons.

#### **(j) How you can access your personal data**

If you want to know what personal data I have about you or your child/young person, you can ask me for details of that personal data and for a copy of it. This is known as a “subject access request”. I will aim to reply to your request within one month, but in some cases, this can take up to three months.

#### **(k) Complaints and questions**

Please contact me in the first instance with any queries or complaints you may have.

Tel: 07891 322190

Email: [knollysj@gmail.com](mailto:knollysj@gmail.com)

UK GDPR also gives you the right to lodge a complaint. The regulator in the UK is the Information Commissioner who may be contacted at: <https://ico.org.uk/concerns/> or by telephone: 0303 123 1113.

#### **(l) Updates to the Privacy Policy**

I will review this policy annually or when relevant legislation and guidance regarding GDPR changes. I therefore reserve the right to modify this privacy policy at any time. If you would like to find out more about your rights and my obligations under the General Data Processing Regulation, then please visit: <https://ico.org.uk/for-the-public>

Privacy Policy last reviewed and updated: 08/11/2024