

POLICY NOTICE

Privacy Statement

This is the privacy notice of AMS Dyslexia Support. In this document, "we", "our", or "us" refer to AMS Dyslexia Support.

Information about us.

AMS Dyslexia Support is the company name of the sole trader business of Andrea Silvester

Data Protection Officer: Andrea Silvester

Email address: ams@amsdyslexiasupport.co.uk

We are committed to respecting the privacy and protecting the data of our clients. We protect the privacy of all who share personal data with us via email, post, text, messenger, phone or our website: www.amsdyslexiasupport.co.uk.

We will only collect and use personal data in ways that are described in this policy. We have strict policies and procedures to protect your data when you send it to us and when we process it to provide you with the services you have requested.

The data you provide us 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 we hold on you and request that any data held be amended or deleted. Please contact the Data Protection Officer if you have any concerns or queries.

We are registered with the Information Commissioner's Office, the regulator of the Data Protection Act 1998 and abide by its requirements. Registration number: Andrea Silvester ZA483765

What information does the website collect?

On our website, we receive, collect and store any information you enter. This information is stored and processed by the web hosting company Wix.com listed but is controlled by us. Please read their privacy policy, <https://www.wix.com/about/privacy>, if you would like more information on the data collected, how it is stored and any third-party services used.

In addition to any data you provide, Wix.com may collect (automatically through monitoring tools) the Internet protocol (IP) address used to connect your computer to the Internet, login, email address, password, computer and connection information and purchase history.

Our website, amsdyslexiasupport.co.uk, is hosted on the Wix.com platform. Wix.com provides us with an online platform that allows us 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.

All payments on our websites are processed through PayPal, which prevents us from seeing your payment information. Please see PayPal's Privacy Policy to find out how they process and store your data. <https://www.paypal.com/en/webapps/mpp/ua/privacy-full#1>

Assessment, tuition and training clients

What information do we collect from our clients?

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

- Name (Title, First and Surname)
- Home address
- Work 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), including notes on strengths/weaknesses/areas of need.

How do we collect your data?

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

When you engage our services as a training provider, tutor, assessor, consultant or supplier, we collect information through email, application forms (and associated documentation), and questionnaires. We communicate via email and text/messenger and keep your details in our email system to reply to you and keep you informed about the services of interest to you.

We may use this information to contact you about other services we provide which may be of interest to you; however, we will not contact you unless you have given your permission for us to do so. If you decide you do not want to hear from us, please let us know, and we will remove your details from our database.

Why do we collect your data?

- To communicate with you as a response to an email, web enquiry, message or telephone call.
- To supply you with the services and products you request.
- To provide you with ongoing support and services.
- To collect payment for our services.
- To comply with statutory requirements for bookkeeping, auditing and accounting.

How do we store your data?

When you engage our services, we store the information we collect about you electronically and on paper. Electronic data is kept in a secure Dropbox account.

In addition, files containing sensitive information, such as diagnostic assessment reports, are password protected. Hard copies of documents are stored securely in a locked cupboard. We use email or file sharing to transfer data, using password protection if it contains sensitive or highly confidential information.

Additionally, we use QuickBooks for invoicing and bookkeeping and store your name, email address and postal address within their system. Dropbox and QuickBooks are GDPR compliant and do not have access to any of your data.

Links to Dropbox and QuickBooks data and privacy policies:

- <https://www.dropbox.com/security/GDPR>
- <https://quickbooks.intuit.com/uk/gdpr/>

How do we share your data?

We will not share data with 3rd parties for marketing purposes.

How long do we keep your data?

This will vary depending on the services provided. Please see your contract for specific details or contact the Data Protection Officer listed above.

We will keep a waiting list of people requiring tuition for two years.

We keep copies of assessment reports (stored electronically and in hardcopy) for the time required by law and as advised by our professional bodies. This may vary over time, although currently, six years for an adult and age 24 for a child. Test papers, questionnaires and documents collected for assessment purposes are destroyed once the assessment report has been written and receipt of the report has been confirmed by you.

We keep the details of those who have received tuition, lesson notes and copies of work completed in tuition sessions for a year after tuition has ceased.

What are your rights?

You have several rights under the GDPR, including data correction, data erasure, data restriction, data objection etc. 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 us for information on any other rights mentioned above.

How can you withdraw your consent?

You have the right to have your personal data erased, "right to be forgotten". You can withdraw your consent by contacting the Data Protection Officer listed above. If emailing, please ensure you put the subject as 'withdrawal of consent.' We will email you back to confirm your request. 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 specific data for legal and accounting reasons.

How can you access your personal data?

If you want to know what personal data we have about you or your child, you can ask us for details of that personal data and for a copy of it. This is known as a "subject access request". Please email the Data Protection Officer listed above for a copy of the form to fill in. There is no charge for a subject access request if it is reasonable. We will aim to reply to your request within one month, but in some cases, this can take up to three months.

Complaints and questions

Please contact us in the first instance with any queries or complaints you may have.
Tel 0781 508 4855 email: ams@amsdyslexiasupport.co.uk

Updates to the 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/>

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