



Privacy Policy

Your confidence in the way your data is looked after is really important. We have prepared this Privacy Policy to explain the types of personal data we may collect about you prior, during or after a diagnostic assessment and private tuition and how we store, handle and keep that data safe. It also sets out your rights, how to contact us and (if you need to) how to complain in the event you have a problem or complaint.

Who we are

Music Dyslexia is headed by Alicia Johnson, independent SpLD Assessor.

My qualifications are:

- Masters in Education (Med) (University of Birmingham)
- Post Graduate Certificate in Language Literacies and Dyslexia (University of Birmingham)
- Professional membership with the British Dyslexia Association (AMBDA)
- Assessment Practising Certificate. APC number: 21/ APC06064

Protecting your data

When we collect or process your personal data we are regulated by the [General Data Protection Regulations](#) which applies across the European Union (including the United Kingdom) and we are responsible as 'controller' or 'processor' of that personal information for the purposes of those laws. As such we are registered with The Information Commissioners Office: ICO number **ZA798625**

The personal information we collect and use

The information we collect about you is needed to deliver the services you have asked for, in this case a diagnostic assessment, or to keep you informed about things you might reasonably expect, given our relationship. That tends to include things like:

- Who you are – so we know what to call you
- Where you live - so we can record it on the assessment report
- Telephone number and email – so we can send you your report and request any information needed
- Background Information – to inform the assessment process and your report
- If you contact us as a parent or carer, information about your children

As you would expect, we must keep records to comply with the law regarding (for example) criminal activity or fraud.

How we use your personal information

Normally, we use your personal information to:

- Deliver the service we have agreed to provide you with - a diagnostic assessment.
- Provide you with support, assistance and services in relation to dyslexia and related neurodiverse conditions as appropriate.
- To better understand the needs of dyslexic and non-dyslexic people in order to diagnose individuals with dyslexia.

Who we share your personal information with

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

- Your university.
- Other Third Parties ('third parties') – We will share your information with 3rd Parties, such as other professionals, if you have given permission to do so.

As you would expect, we will share personal information with law enforcement or other authorities, if required by applicable law. We will not share your personal information with any other third party.

Information we need vs information that would be helpful to the cause

We often need your personal data to provide you with the services you have requested. If you query the need to provide any specific item of data, we will inform you at this point whether you are required to provide the information to receive the service or whether this is optional.

How long your personal information will be kept

We will hold your personal data for as long as it is needed to allow me to provide you with the service or for the period we are required to retain this information by applicable UK law (currently 6 years after an individual's 18th birthday or 6 years for an adult).

Reasons we can collect and use your personal information

Rather than bombard you with requests for permissions, we try to limit the data kept to that required to fulfil the contractual obligations to you and/or the pursuit of our legitimate interest as the lawful basis on which we collect and use your personal data. Our legitimate interest is providing you services in relation to dyslexia and other Specific Learning Difficulties including diagnostic assessment.

Where we are privy to special category personal information, for example children's and criminal information, we will only use such information where applicable and with your explicit consent i.e. include the information in an assessment report.

Transfer of your information out of the European Economic Area

We will not transfer your personal data outside of the United Kingdom or to any organisation (or subordinate bodies) governed by public international law or which is set up under any agreement between two or more countries.

Your rights

Under the General Data Protection Regulations, you have several important rights including:

- The fair processing of information and transparency over how we use your use personal information.
- Access to your personal information and to certain other supplementary information that this Privacy Policy is already designed to address.
- Requiring us to correct any mistakes in your information which we hold.
- Requiring the erasure of personal information concerning you in certain situations.
- Receiving the personal information concerning you which you have provided, in a structured, commonly used and machine-readable format and have the right to transmit that data to a third party in certain situations.
- Objecting at any time to processing or storage of personal information concerning you.
- Objecting to decisions being taken by automated means which produce legal effects concerning you or significantly affect you.

- Objecting in certain other situations to continued storage of your personal information.
- Restricting processing or storage of your personal information in certain circumstances.
- Claiming compensation for damages caused by our breach of any data protection laws.
- Exercising these rights free of charge.

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under the General Data Protection Regulation.

Exercising your rights

If you would like to exercise any of the rights outlined above, please:

- email, call or write to me (details of how below).
- Let us have enough information to identify you (e.g. name and property details).

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine need to know it and with your express permission. We will process your information in an authorised manner and subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach, where we are legally required to do so.

How to complain

We hope that we can resolve any query or concern you raise about use of your information.

If you have a complaint or query, please contact us on telephone number: 07969210140.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) where you work, normally live or where any alleged infringement of data protection laws occurred.

The supervisory authority in the UK is the Information Commissioner who may be contacted at: <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

Changes to this privacy notice

This privacy notice was published on 1st August 2023. We may change this privacy notice from time to time but the version you have will remain applicable to you.

Contact us

Please contact us if you have any questions about this privacy policy, or the information I hold about you.

Assessor's Name: Alicia Johnson



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07969210140