

Privacy Policy 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 and the 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

If you do not wish to continue receiving our information such as blogs or newsletters, please let us know. 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 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.

5. 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.

6. 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.

7. 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](https://ico.org.uk/), the UK data protection regulator.

8. 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.

CONSENT FORM FOR FACE TO FACE – CAMBRIDGE, W GREEN LEVEL 5. KNOWL HILL, LEVEL 7
CAMBRIDGE?

Current candidates' consent form

1. We use the information you gave us on your application form to provide you with the following necessary services to complete your qualification:
 - Registration with the awarding body
 - The support of an assessor – marking and feedback
 - Communication between Head Office and you to support you through your coursework e.g. reminders about deadlines, posting certificates etc.

We do not share your data with any third parties, other than the awarding body.

I give my consent for Dyslexia Matters Ltd to hold my personal data in order to support me with my qualification.

2. We would like your permission to continue to send you additional emails that may include the following:
 - Developments in the sphere of dyslexia
 - Teaching tips you may find useful
 - Marketing information about other courses that may interest you or your colleagues

In order for you to continue receiving these additional emails, under GDPR we need your active consent.

I give my consent for Dyslexia Matters to email me with extra information about dyslexia and/or marketing. I understand they will contact me again at the end of the course to check that I wish to continue with such emails. I can withdraw my consent at any time.

I do not give my consent for Dyslexia Matters to email me with extra information about dyslexia and/or marketing. I understand I can opt in at any time, if I wish.

Name _____

Date_____

Signature_____

Previous candidates

As you previously undertook a course with us, we currently hold your email address on our database. We would like to keep in touch with you to send you the following:

- Developments in the sphere of dyslexia
- Teaching tips you may find useful
- Marketing information about other courses that may interest you or your colleagues

If you would like to continue receiving this emails, please [XXXXX](#)

You can of course withdraw your consent at any time.