**Data Protection Act 2018**

**Privacy Notice**

**Icon

Description automatically generated**

**We need to hold personal information about you on our computers systems and in paper records to help us provide you with our services.**

The Chief Executive is responsible for their accuracy and safe keeping. Please help to keep your records up to date by informing us of any change of circumstances.

Organisational staff have access to your records to enable them to do their jobs. From time to time information may be shared with others if it is necessary, however we will always seek your permission and inform you of this.

Anyone with access to your record is properly trained in confidentiality issues and is governed by a legal duty to keep their details secure, accurate and up to date.

All information about you is held securely and appropriate safeguards are in place to prevent loss.

In some circumstances we may be required by law to release your details to statutory or other official bodies, for example if a court order is present, or in the case of Church related matters. In other circumstances you may be required to give written consent before information is released.

To ensure your privacy, we will not disclose information over the telephone, fax or email unless we are sure that we are talking to you. Information will not be disclosed to family and friends unless we have prior consent and we do not leave messages with others.

**Why do we collect and use your information?**

The company provides an online educational software. The software can be used by other organisations such as schools to support pupils with their learning.

**We use your information data:**

* to support learning
* to monitor and report on progress
* to provide appropriate services to our clients
* to assess the quality of our services
* to comply with the law regarding data sharing
* to support you

Please note as part of our services schools may audio record children reading so that they have the ability to play the recording back, helping children to learn. These recordings are solely used for this purpose and will not be used for anything else. They are kept and maintained by the schools, who will have their own data protection policy and procedures with regards to retention and disposal. Dyslexia Gold does not keep any copies of these recordings.

**Categories of information that we collect, hold and share include:**

* Personal information (such as name, date of birth, unique number and contact details)
* Characteristics (such as language, gender, nationality)
* Attendance information (such as online sessions attended)
* Assessment results
* Sessional Notes
* Other relevant information

**Collecting information**

Where access to the application is purchased directly from a client, the information you provide to us will be done on a voluntary basis and we seek consent from you to process your data. In order to comply with the Data Protection Regulation, we will inform you whether you are required to provide certain information to us or if you have a choice in this.

Where an organisation purchases our application for access of their users, we use legitimate interest as the legal basis for processing data, and the users will give options about their data use when they access the app.

Dyslexia Gold staff gather personal detailed information from you either personally or via a third party whom we are acting as a data processer so that they can support you.

This information is used by our staff to complete the Assessment Programme and produce online learning to support you. All information about you is kept confidentially and we will only share this information with others if there is a statutory requirement to do so or with your written consent. Confidentiality is a fundamental foundation of all the services that we provide.

This Privacy Notice has been shared via our website so you are fully informed and can make an informed decision about sharing information with us.

Much of your information will be shared with us by another company, such as a school. When this takes place, we are seen as a support service to the other organisation. They should inform you of what data is being shared with us and seek your permission to share that data. They remain the data controller and as such have responsibility for ensure we manage your data correctly and for the purpose required.

**Storing information**

Dyslexia Gold will store information on several computer and paper-based systems and have set periods for each system for the information to retained. Should you require further information about which systems, please contact our Chief Executive. The longest period that we can hold your information is one year after you no longer use our systems or when the account is closed, whichever comes sooner. All deleted data is either deleted permanently or shredded if paper based.

Best practice security measures are used to protect personal data, including security certificates on websites, use of encrypted laptops for any data held locally, and strong password standards. All staff at Dyslexia Gold involved in the processing of data are DBS checked and sign an information security policy. They also do data protection training as part of their induction and refreshers as policies are updated.

**Sharing Information**

There are strict controls on who can see your information. We will not share your data if you have advised us that you do not want it shared unless it is the only way we can make sure you stay safe and healthy or we are legally required to do so. We do not share information about our users with anyone without consent unless the law and our policies allow us to do so.

We routinely share information with:

* The Client or company who has requested our services for you to use.
* Our information is held on a number of systems that have third party access, we have checked with each supplier to ensure they are compliant with Data Protection Regulations, and that they will not access or use any data without prior and specific permission from you.

**Requesting access to your personal data**

Under Data Protection Regulations, you have the right to request access to information about them that we hold. To make a request for your personal information, please contact the execute director directly, who will arrange for this to happen within the required time.

**You also have the right to:**

1. The right to be informed on how we use your data
2. The right of access to your information
3. The right to rectification of your data
4. The right to erasure, you can ask us to remove your data
5. The right to restrict processing
6. The right to data portability
7. The right to object against how we use your data
8. Rights in relation to automated decision making and profiling

**Data Protection Officer**

As a non-statutory body, there is no legal requirement for a dedicated data protection officer. The executive director will oversee all data protection matters and ensure compliance with the legislation.

**Dyslexia Gold** is supported by a specialist data protection team at Global Policing who will be called upon, should the matter need specialist support. Global policing has assisted in the production of policy and procedures.

If you have a concern about the way we are collecting or using personal data, we ask that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner’s Office at <https://ico.org.uk/concerns>