

Privacy and Data Management Statement

Aspire Dyslexia Support provides Specialist tutoring and assessments for Specific Learning Difficulties for children and young people.

Aspire Dyslexia Support is the trading name of Catherine Lee
Data Protection Officer: Catherine Lee
Data Protection Registration Certificate Number: ZB940778

Email address: kate@aspiredyslexia.co.uk

Registered Office address: 25 Kings Castle Road, Wells, Somerset, BA5 3LT

Telephone: 07881814446

Overview

At Aspire Dyslexia Support, 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, message, phone or our website: www.aspiredyslexia.co.uk

We will only collect and use personal data in ways that are described in this policy. We have strict policies and procedures in place 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 and it will not be shared with anyone else unless explicitly stated in this document.

Privacy Policy

You have the right to see what data we hold about you and request that any data held is amended or deleted. Please contact the relevant Data Protection Officer, (listed above), 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. Data Protection Registration Certificate : ZB940778

What information does our website collect?

On our website we receive, collect and store any information you enter in. This information is stored and processed by the web hosting company listed below but is controlled by us. Please read their privacy policies, (link below), if you would like more information on the data collected, how it is stored and any third-party services used.

Our website www.aspiredyslexia.co.uk is hosted on the Ionos platform. Ionos provides us with the online platform that allows us to sell our services to you. Your data may be stored through Ionos data storage, databases and the general Ionos.com applications. They store your data on secure servers behind a firewall for a maximum of 8 weeks. For more information, please see Ionos's data protection and Privacy Policy:

<https://www.ionos.co.uk/help/data-protection/data-processing-by-your-ionos-product/ionos-web-hosting/>
<https://www.ionos.co.uk/terms-gtc/privacy-policy/>

What information do we collect about our clients?

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

- 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 being assessed or tutored (collected from child/parents/school)

Please see Google's privacy policy for more information.

How do we collect your data?

When you engage our services as an assessor, consultant or tutor we collect information through email, application forms, (and associated documentation), and questionnaires. We communicate via email and text and will keep your details in our email system in order to reply to you and to keep you informed about the services you are interested in. This information may be used by us 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 then 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, text 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/or on paper. Electronic data is kept in a secure Google account alongside files containing sensitive information, such as diagnostic assessment reports. Hard copies of documents are stored securely in a fireproof, locked cupboard. We use email or file sharing to transfer data, using password protection if it contains sensitive or highly confidential information.

How do we share your data?

We will not share data with 3rd parties for marketing purposes. Data is only shared to allow us to carry out contracted services. You will be asked to agree to our privacy and data policies prior to tutoring or assessment. This can be found on the parent/carer questionnaire through Google Forms.

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 relevant Data Protection Officer listed at the beginning of this document.

We keep copies of assessment reports, (stored electronically), and test papers for the time required by law and as advised by our professional bodies. This may vary over time. Currently electronic reports are kept for children and young people until they are 25 years of age. Test papers are destroyed after 12 months as recommended by the British Dyslexia Association.

Background questionnaires are removed from Google Docs one month after the completion of the assessment report, or one month after the termination of tutoring services, and PDF copies are stored securely in Google Docs with the reports.

What are your rights?

You have a number of 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 request to withdraw your consent?

You have the right to have your personal data erased.

You can withdraw your consent by contacting the relevant Data Protection Officer, (listed at the beginning of this document), verbally or in writing. 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 certain data for legal and accounting reasons.

How can you get access to 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. Please email the relevant Data Protection Officer, (listed at the beginning of this document), 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 questions or complaints you may have.

kate@aspiredyslexia.co.uk

Updates

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/>

END OF POLICY

Aspire Dyslexia Support

Data Management and Privacy Policy August 2025

