

Privacy Statement

Assessor Information

Eryn Caddick *PG Dip SpLD (Dyslexia), AMBDA, APC, MA (Education), BA (Hons), PGCE (QTS), PG Cert (SEN), PG Cert (NASENCO)*

I am an independent dyslexia and dyscalculia consultant, who is qualified to assess and diagnose dyslexia and dyscalculia.

Currently, I operate as a sole trader and provide educational assessments for children and young adults, and training for schools.

I work under the business title 'Dyslexia Dyscalculia Surbiton'. However, this has not been registered as a limited company at present.

Email address: eryncaddick@googlemail.com

Telephone: 07821 868602¹

Address: 20 Windmill Close, Long Ditton, Surbiton, KT6 5JU

Overview

I am committed to respecting the privacy and protecting the data of my clients, including the families and teachers that I correspond with.

I will only collect and use your data in the ways that are described in this policy. The data that you provide will be used only for the efficient provision of agreed services and it will not be shared with anyone else.

I have prepared this Privacy Statement to explain the types of personal data I may collect about you prior to, during or after a diagnostic assessment and how I store, handle and keep that data safe.

It also sets out your rights, how to contact me and (if you need to) how to complain in the event you have a problem or complaint.

Protecting your data

When I collect or process your personal data I am regulated by the [General Data Protection Regulations](#) which applies across the European Union (including the United Kingdom) and I am responsible as 'controller' or 'processor' of that personal information for the purposes of those laws.

I am registered with the ICO and you can read more about this organisation on their website: <https://ico.org.uk/>

¹ Please note: this telephone number is shared here to ensure that I can be contacted directly in relation to GDPR. However, I would urge clients to email me in advance of making a telephone call regarding an assessment booking. I plan telephone consultations into my working week and I am rarely available to answer the phone to discuss assessment bookings without a prior arrangement. This is because I work alone and I don't have any office support, not because I don't want to talk to you!

The personal information I collect and use

The information I 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. This will include:

- Name of the adult making the booking and name of the young person being assessed
- Home address (typically published on the front page of a report)
- Email address (used to send the final report)
- Telephone number (in case I need to call you during an assessment)
- Medical information
- Date of birth
- Background information about the young person being assessed
- Copies of reports that have been written by other professionals (this might include an educational psychology report, an autism assessment or a speech and language report)

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

How I use your personal information

I collect information about young people to:

- Deliver the service I have agreed to provide you with - a diagnostic assessment
- Provide you with support, assistance, and services in relation to dyslexia or dyscalculia and related neurodiverse conditions as appropriate
- To better understand the needs of the young person being assessed

I may use your email address to communicate with you at the time of the booking, to send an assessment and to correspond with you in the follow-up stage after an assessment.

When an assessment has been completed, I may email you *once* to request your feedback.

After this, I will only use your email address to contact you if you specifically told me that you would like to 'stay connected' via the direct question asked on the family questionnaire that you shared with me.

Who I share your personal information with

Your data will not be shared with 3rd parties for marketing purposes.

I will only share information with the young person's school or other education professionals if you have permitted me to do so.

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

How long your personal information will be kept

Copies of assessment reports (stored electronically) and test papers are kept for the time required by law and as advised by the professional bodies that support me.

I will keep test papers for up to 3 months after an assessment, in case it is useful to refer to them during an online follow-up meeting with a family. After this, test papers are destroyed.

Electronic copies of diagnostic assessment reports are kept for 6 years for adults or until a young person turns 25.

The background questionnaires will be moved out of my emails and stored securely as PDF documents with the diagnostic assessment.

Reasons I can collect and use your personal information

I try to limit the data I keep to that required to fulfil my contractual obligations to you and to pursue our legitimate interest as the lawful basis on which I collect and use your personal data.

I select information that I deem to be 'adequate, relevant and not excessive'. I would be more than happy to discuss my rationale for these selections in person.

Where I am privy to special category personal information, I will only use such information where applicable and with your explicit consent.

If you query the need to provide any specific item of data, I will inform you at this point whether you are required to provide the information to receive the service or whether this is optional.

Transfer of your information out of the European Economic Area

I 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.

Information collected by my website

If you use the 'contact' tool on my website (www.dyslexiasurbiton.com), the website will collect and store any information that you enter. This information is stored and processed by the web hosting company, wix.com.

Wix.com provides an online platform that allows me to advertise my services to you. Your data may be stored through wix.com data storage, databases and the general wix.com applications. Your data is stored on a secure server behind a firewall. Please refer to Wix's data protection policy for more information.

Your rights

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

- The fair processing of information and transparency over how I 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 me to correct any mistakes in your information which I hold
- Requiring the erasure of personal information concerning you in certain situations
- Receiving the personal information concerning you which you have provided to me, 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 my continued storage of your personal information
- Restricting my 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, using the contact details at the top of this form.

Keeping your personal information secure

I have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way.

I limit access to your personal information to those who have a genuine need to know it and with your express permission. I will process your information in an authorised manner and subject to a duty of confidentiality.

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

The final diagnostic assessment report will be password-protected and the password will be shared in a separate email.

I transfer sensitive information about your child to my secure hard drive (for example, the final diagnostic report and the questionnaires). Access to this is password-protected and it is stored in a locked metal filing cabinet. This information will then be deleted from my email account.

How to complain

I hope that I can resolve any query or concern you raise about my use of your information. If you have a complaint or query, please contact me on: eryncaddick@googlemail.com

The General Data Protection Regulation also gives you the 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 revised in August 2024. I reserve the right to modify this policy in the future and changes and clarifications can be viewed via the link on my website.

Contact

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



Eryn Caddick

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END OF POLICY