

Privacy Statement

dittas



Information About Us

Dittas is the company name of the sole trader business of Sarah Beard

Data Protection Officer: Sarah Beard

Email address: info@dyslexiaservices.net

Office address: 104 Cloonmore Ave, Orpington, Kent, BR6 9LW

Telephone: 01689 862610

Overview

Dittas are committed to respecting the privacy and protecting the data of our clients and employees. We protect the privacy of all who share personal data with us via email, post, text, phone or our websites: dyslexiaservices.net, dyslexiatraining.net and dyslexiaservices.org.

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.

You have the right to see what data we hold on 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.

Registration number: Sarah Beard Z2028051

WHAT INFORMATION DO OUR WEBSITES COLLECT?

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

Wix.com - <https://www.wix.com/about/privacy>

- dyslexiaservices.net
- dyslexiatraining.net

Ionos by 1&1 - <https://www.1and1.co.uk/terms-gtc/terms-privacy/>

- dyslexiaservices.org

In addition to any data that you provide, these sites may collect, (automatically through monitoring tools), the Internet protocol, (IP), address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history.

Our websites, (dyslexiaservices.net and dyslexiatraining.net), are hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our products and services to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on

secure servers behind a firewall. For more information, please see Wix.com's Privacy Policy.

https://www.eventbrite.com/support/articles/en_US/Troubleshooting/eventbrite-privacy-policy?lg=en_US

Ionos by 1&1, (which hosts dyslexiaservice.org), do not have knowledge of, or view, share or collect our customer data. For more information, please see Ionos by 1&1's Privacy Policy.

<https://ionos.co.uk/terms-gtc/privacy-policy/>

All payments on our websites are processed through PayPal which prevents us from seeing your payment information. Please see PayPal's Privacy Policy to find out how they process and store your data.

<https://www.paypal.com/en/webapps/mpp/ua/privacy-full#1>

ASSESSMENT, TUITION and TRAINING CLIENTS

WHAT INFORMATION DO WE COLLECT FROM OUR CLIENTS?

Depending on the service we are providing, we may collect the following data for adults and children. We collect this through paper and electronic application forms and questionnaires, booking services such as Eventbrite, and documentation provided by you, over the phone, by email or submitted online:

- 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 or adult being assessed or tutored (collected from child/parents/school);
- Notes on strengths/weaknesses/areas of need.

HOW DO WE COLLECT YOUR DATA?

When you conduct a transaction on our website, by email, by phone or text, or online booking service such as Eventbrite, we collect only the personal information you give us, (such as your name, phone number, email address), which is necessary to provide our services.

When you engage our services as a training provider, tutor, assessor, consultant or supplier 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 Dropbox account or on the TutorBird website. (TutorBird is tutor management software that allows us to manage tuition clients' personal information, contact details, lesson schedules, lesson notes and invoicing).

In addition, files containing sensitive information, such as diagnostic assessment reports, are password protected. 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.

Additionally, we use QuickBooks for invoicing and bookkeeping and to store your name, email address and postal address within their system.

On occasion we may reach out asking you to provide feedback on our services using surveymonkey.com. These surveys are optional and any information you provide will be stored as mentioned above and on the SurveyMonkey servers.

Where clients book access to training via Eventbrite, their data is held securely on Eventbrite servers and is only accessible to us.

Additionally, your child's name may be stored by the educational websites we use (WordShark, TTRS and Units of Sound) in order to allow us to create accounts for their use. No other identifying or personal information is used to set up these accounts.

Dropbox, QuickBooks, SurveyMonkey, Eventbrite and TutorBird are GDPR compliant and do not have access to any of your data.

Links to site data and privacy policies

- <https://www.dropbox.com/security/GDPR>
- <https://quickbooks.intuit.com/uk/gdpr/>
- https://www.eventbrite.com/support/articles/en_US/Troubleshooting/eventbrite-privacy-policy?lg=en_US

- <https://www.tutorbird.com/privacy-policy/>
- <https://wolhelp.wordshark.co.uk/portal/en/kb/articles/privacy-policy>
- https://www.readandspell.com/privacy?_ga=2.27901048.575727269.1616583038-410667300.1614771632
- <https://www.unitsofsound.com/data/>

HOW DO WE SHARE YOUR DATA?

We will not share data with 3rd parties for marketing purposes.

We will only share your personal data with the associate Dyslexia Assessors conducting your assessment and the Dittas tutor who works with your child.

Data is only shared to allow us to carry out contracted services. You will be asked to sign a privacy agreement as part of the tuition or prior to the assessment.¹

Once you have engaged a third party, (either an associate Dyslexia Assessor or self-employed tutor), Dittas cannot be held responsible for any data breaches that occur due to their handling of your personal information.

In order for online tuition to take place, your child may be signed up for a number of online educational services including: WordShark online, Units of Sound online, TTRS online and other, similar sites. Only your child's name is shared with these sites.

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.

- If you have subscribed to our website we keep your data until you no longer want to remain on the list. You can request removal at any time.

¹ This can be found on the front page of the questionnaire
dittas Privacy Policy revised March 2021

- We keep the names and email addresses of people who have asked us not to send them communications for an indefinite time to ensure that we do not contact you. You may request to be removed from this list at any time.
- We will keep a list of people interested in our courses or requiring tuition for a period of two years.
- 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.
- We keep the details of those who have received tuition, lesson notes and copies of work completed in tuition sessions for a year after tuition has ceased.

MARKETING

A list of current subscribers to our websites is maintained within our web hosting site wix.com. We may send you emails periodically about services we provide. You can unsubscribe at any time by going to the website www.dyslexiaservices.net or by clicking unsubscribe on any marketing email you receive from us.

We may contact you when our service is complete to ask for feedback or a review using surveymonkey.com. These surveys are optional and any information you provide will be stored as mentioned above and on the SurveyMonkey servers.

EMPLOYEES

WHAT INFORMATION DO WE COLLECT FOR EMPLOYEES?

If you apply for a role with Dittas, the personal data you supply as part of the recruitment process will be treated in accordance with the policy information given above.

We collect:

- Name and address
- Gender

- Bank details
- Employment history and details of disability
- National Insurance number
- DBS number
- Professional body details
- Details of qualifications relevant to the role.

HOW DO WE STORE THE DATA WE COLLECT FROM EMPLOYEES?

Your data will be stored, in the first instance, in Dropbox or a similar secure, cloud-based system.

The data from unsuccessful applicants will be held confidentially within the recruitment system for a period of two years before it is deleted, in order to allow us to respond to statutory reporting requests.

The data from successful applicants will be stored for 2 years after they have left.

HOW DO WE SHARE YOUR DATA?

We will not share data with 3rd parties for marketing purposes.

Employee's information may be shared in the following ways:

- With clients (name, email address, phone number, DBS details)
- In TutorBird, our tuition management software (contact information)
- In QuickBooks and with our accountant to allow invoicing and payments to take place
- In Wordshark, TTRS, Units of Sound and other online learning sites necessary for tuition (name and email address)

ALL CLIENTS & EMPLOYEES

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 WITHDRAW YOUR CONSENT?

You have the right to have your personal data erased, "right to be forgotten". You can withdraw your consent by contacting the relevant Data Protection Officer, (listed at the beginning of this document), verbally or in writing. If emailing, please ensure you put the subject as 'withdrawal of consent.' We will email you back to confirm your request. 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.

You may also unsubscribe from our website as described in the marketing section of this document.

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 request". 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.

01689 862610

info@dyslexiaservices.net

UPDATES TO PRIVACY POLICY

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/>