



Co Reg No: 4061265

Director: Mrs Pat Jones OBE B.Ed(Hons)S.E.N.,Sp.L.D.Ir.Sc.

Bristol Dyslexia Centre

11 Upper Belgrave Road

Clifton, Bristol BS8 2XH

Tel: 0117 973 9405

www.dyslexiacentre.co.uk

office@dyslexiacentre.co.uk

DATA PROTECTION – PRIVACY NOTICE

Bristol Dyslexia Centre Ltd (BDC) is committed to the safe management of your personal data in line with Data protection Regulations: (GDPR 2018, DPA 2018, DUA Act 2025) and is registered with the ICO (Information Commissioners Office) as a 'data controller'.

SUMMARY:

PERSONAL INFORMATION:

1. Your personal information held at the centre is confidential and will be treated as such.
2. Information will not be shared with anyone outside of the centre without your permission.
3. Only in exceptional circumstances will information be disclosed to a third party, (e.g. If we are required by law.)

SECURE STORAGE OF DATA:

4. Records are stored securely in locked files and/ or security online.
5. Teaching records will be stored for 5 years after a student leaves the centre.
6. Background data gathered prior to assessment will be kept for a period of up to 2 academic years.
7. Psychologist and specialist assessor's final reports carried out at BDC will be stored for a period of 10 years.
8. After these timeframes records will be destroyed, so it is strongly recommended that you keep your copies safe.

ACCESS TO YOUR INFORMATION:

9. You are entitled at any time to see the information we hold on you/your child.

Details of the information we hold:

Assessment reports, medical, educational and family background reports supplied for and produced from provision of services in the best interests of the client. Information about our service users that we hold will include name, date of birth, address and contact details, name of their school, assessment results, attendance information, personal characteristics such as a photo, their ethnic group, any special educational needs they may have as well as relevant medical information.

We hold this personal data to:

- support the assessment and learning of our service users
- monitor and report on needs and progress
- provide appropriate pastoral care
- assess the quality of our services



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How we use and store your information:

We process personal information relating to our service users and may receive information from their school or college, local authority, Department for Education (DfE), parent/ guardian. This information will be kept securely, in paper form and/or electronically.

While centre staff, including contracted independent service providers, share records and information concerning a child and their family in order to provide the service, this information is private and therefore treated with strict confidentiality. Bristol Dyslexia Centre Ltd (BDC) ensures that all staff and contractors sign an agreement to keep all information about a child and their family, other employees and the company, strictly confidential and to handle personal data in line with our data protection policy and procedures. BDC also ensures that independent contractors are GDPR and Data Protection compliant.

We will not share information about our service users to anyone without the service users' consent (or their parent /guardian consent if the service user is under 18 years) unless the law allows or requires it.

BDC will keep records and retain them securely; Security of data shall be achieved through proportionate physical and technical measures. Teaching records will be retained for a period of five years from the date of a student leaving the centre. Formal assessment reports will be retained for a period of ten years. Background data gathered prior to assessment will be kept for a period of up to two academic years.

Access requests:

Service users, as 'data subjects' have certain rights under the GDPR including the right to have access to any personal data held about them by a data controller. If the service user or child's parent/guardian wishes to receive a copy of the information that we hold, please contact the office on office@dyslexiacentre.co.uk or write to us at the address above.

We may need to update this notice from time to time. Where a change is significant, we will make sure we let you know.