



Caroline Irwin (The SEN Consultant)

Privacy Policy

Your confidence in the way I look after your data is important to me. I have prepared this Privacy Policy to explain the types of personal data I may collect about you prior, during or after a diagnostic assessment or other service provided, 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 concern.

Who I am

I am a specialist teacher, coach and consultant supporting people with additional needs and their families.

My services include:

- Formal dyslexia assessment and diagnosis
- Tutoring
- Non-diagnostic assessment of general learning needs or additional needs with recommendations for overcoming barriers to learning and daily functioning
- Coaching and mentoring services for people with additional needs and/or their families

My qualifications are:

Bachelor of Arts (Manchester University)

Postgraduate Certificate in Education (The Open University)

Master of Arts SEN Equality and Inclusion (The Open University)

National Professional Qualification for Headship

Postgraduate Certificate in Professional Studies: Difficulties in Literacy Development (The Open University)

Postgraduate Certificate in Professional Studies: SENCO (The Open University)

Associate Member British Dyslexia Association (British Dyslexia Association)

Assessment Practising Certificate No: 20/APC03109 (British Dyslexia Association)

Certificate in Coaching (University of West of Scotland)

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. As such, I am registered with the Information Commissioners Office and my ICO number is: ZB355343.

The personal information I collect and use

The information I collect about you is necessary in order to deliver the services you have asked for, or to keep you informed about things you might reasonably expect. This information will be dependent on the specific service requested. Information might include:

For all services:

- Your name
- Telephone number and email – so I can contact you, organise any online meeting, send you any report and request any information needed

For home visits, Dyslexia diagnostic reports and other reports:

- Your home address

For Dyslexia diagnostic reports, other reports or tutoring:

- Date of Birth
- Background Information - this will include education history, current school and attainment, access to information from previous relevant assessments
- If you contact me as a parent or carer of a child under 18, information about your children

In addition, for Dyslexia diagnostic reports and other reports, I need to have:

- Additional background information such as relevant health information and wider family information,

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 use your personal information to:

- Deliver the service I have agreed to provide you with
- Provide you with support, assistance and services in relation to your, or your family members, additional needs
- In order to better understand strengths and difficulties to diagnose individuals with dyslexia and/or to provide them with a written report and recommendations on their areas of additional need

Who I share your personal information with

I do not routinely share your personal data with anyone unless there is a good reason to do so. This might include:

- Your child's school – I will share your information with your child's school *if* you have given me permission to do so
- I will share your information with third parties, such as other professionals, *if* you have given me permission 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.

Information I need vs information that would be helpful to the cause

I often need your personal data to provide you with the services you have requested. 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.

How long your personal information will be kept

I will hold your personal data for as long as it is needed to allow me to provide you with the service, or for the period I am required to retain this information by applicable UK law (currently 6 years after an individual's 18th birthday or 6 years for an adult).

Reasons I can collect and use your personal information

I aim to limit the data I keep, to that required to fulfil my contractual obligations to you and/or the pursuit of our legitimate interest as the lawful basis on which I collect and use your personal data. My legitimate interest is providing you services in relation to dyslexia including diagnostic assessment and other Specific Learning Difficulties or providing you with coaching and mentoring services.

Where I am privy to special category personal information, for example children's and criminal information, I will only use such information where applicable and with your explicit consent i.e. include the information in an assessment report.

Transfer of your information out of the European Economic Area

I will not transfer your personal data outside of the United Kingdom and Republic of Ireland, to any organisation (or subordinate bodies) governed by public international law, or which is set up under any agreement between two or more countries.

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 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 (details of how below)
- Let me have enough information to identify you (e.g. name and property details)

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.

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:

Telephone number: 07361 253787

or

Email: carolineirwin@thesenconsultant.co.uk

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 published on 20 August 2022.

I may change this privacy notice from time to time but the version you sign will remain applicable to you.

Contact me

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

Name: Caroline Irwin

Contact details: Telephone number: 07361 253787

Email: carolineirwin@thesenconsultant.co.uk

I confirm that I have read and understand the Privacy Policy

Client name: _____

Client signature: _____ Date: _____

