

All data that we collect and process is regulated by the General Data Protection Regulation, which is used in the United Kingdom and across the European Union.

Lighthouse Dyslexia is registered with the Information Commissioners Office -

ref: ZB523169

Lighthouse Dyslexia Services is the trading name for a Company business operated and managed by Joanne Hill.

What data will Lighthouse Dyslexia Services collect?

- Your personal details – name, address, date of birth, contact telephone number, email address.
- Information from yourself/parents/school/college/university/employers regarding your/your child's background including relevant medical history, periods of absence from school/college, current attainment levels, information about your strengths and difficulties, family history of difficulties, past or current interventions in school – such as having an EHCP, small group or individual work, speech and language therapy etc.
- Any other data deemed to have relevance to the individual's assessment.

Your data is collected by Lighthouse Dyslexia Services for the purposes of:

- Returning your test results – typically within 28 working days of the date of the assessment.
- Maintaining a point of contact for any further correspondence necessary, including confirming appointment times.
- Providing a post-assessment report that has considered relevant pre-assessment information such as academic performance, medical conditions and any other key information.
- Gathering feedback from clients within 5 working days of assessment taking place with the purpose of improving our services.

How Lighthouse Dyslexia Services will collect your data:-

- Over the phone.

Lighthouse Dyslexia Services – Privacy Policy



- By email.
- By completing an online form via our website.
- From schools, colleges, universities, employers.
- From social media pages where you have initiated contact.

How Lighthouse Dyslexia Services will store your data:-

All data and test results from the assessment are strictly confidential and will be stored securely electronically on password protected computers. Hard copies of questionnaires and test papers are stored in a locked filing cabinet. Completed reports will be sent via secure password protected email, in line with the key principles of the Data Protection Act, 2018.

How long Lighthouse Dyslexia Services will hold your data:-

Assessment papers, scoring sheets and parent/school contributions will be kept for 30 days following the report being sent and then will be destroyed. Reports for individuals under age 16 are held until their 24th birthday. For adults these are held for 6 years from the date of the assessment. All documents thereafter will be shredded.

Lighthouse Dyslexia Services information sharing:-

Where explicitly requested and only with prior written (email or hard copy) consent we will share your/your child's personal information including test results and written report with schools, colleges, universities, employers or other concerned parties.

In the event of a problem or change of circumstances:-

Under the [General Data Protection Regulation](#) you have numerous rights about the information we have about you.

If you require any clarification about this Privacy Policy or would like any modifications made to the data we hold about you/your child please contact us on:

admin@lighthousedyslexiaservices.co.uk

This privacy notice was published in April 2023

We may change this privacy notice from time to time and this will be reflected on our website.