



Lexety Education

Privacy Statement Lexety Education Information

About Us: Lexety Education provides assessments for Specific Learning Difficulties for children.

Data Protection Officer: Christina (Chrissy) Hyatt

Data Protection Registration Certificate: C1484644

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Telephone: 07971 810 841

Lexety Education is 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 website: www.lexety.com and 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 about you and request that any data held be 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. Data Protection Registration Certificate: C1484644

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>

In addition to any data that you provide, these sites may collect, (automatically through monitoring tools), the Internet protocol, (IP), the address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information, and our website, (www.lexety.com), are hosted on the www.wix.com platform. www.wix.com provides us with an online platform that allows us to sell our services to you. Your data may be stored through www.wix.com data storage, databases, and the general www.wix.com applications. They store your data on secure servers behind a firewall. For more information, please see www.wix.com data protection policy.

Before the assessment, you will be required to complete a questionnaire, which is completed via Microsoft Forms and stored on Microsoft 365 servers. Please see Microsoft's privacy policy.



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WHAT INFORMATION DO WE COLLECT FROM OUR CLIENTS?

Depending on the service we are providing, we may collect the following data. We collect this through paper and electronic application forms and questionnaires, booking services, 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);

HOW DO WE COLLECT YOUR DATA?

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

When you engage our services as an 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 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 that 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 Lexety Education, 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 Microsoft 365 account and 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. Microsoft 365 (including Microsoft Forms) and QuickBooks are GDPR compliant and do not have access to any of your data.

HOW DO WE SHARE YOUR DATA?

We will not share data with third parties for marketing purposes. We will only share your personal data with the associate Dyslexia Assessors conducting your assessment. Data is only shared to allow us to carry out contracted services.

HOW LONG DO WE KEEP YOUR DATA?



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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 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. Currently, electronic reports are kept for minors until they are 25 years of age. Test papers are destroyed after 12 months. Background questionnaires are removed from Microsoft Forms after a month.

HOW CAN YOU WITHDRAW YOUR CONSENT?

You have the right to have your personal data erased. You can withdraw your consent by contacting the relevant Data Protection Officer, (listed at the beginning of this document), verbally or in writing. 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 ACCESS 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 a copy of it. This is known as a subject access request (SAR). 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.

COMPLAINTS AND QUESTIONS

Please contact us in the first instance with any questions or complaints you may have. 07971 810 841 www.lexety.com

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 Regulations, then please visit: <https://ico.org.uk/>.

END OF POLICY Privacy Policy Revised January 2024