

## Privacy Statement Nicola Johnstone Tutoring and Assessing

Information About Us : Nicola Johnstone Tutoring and Assessing provide assessments for Specific Learning Difficulties for children and adults. We also provide online tuition.

Data Protection Officer: Nicola Johnstone

Protection Registration Certificate : ZA366940

Email address: nicolajohnstonetutoring@gmail.com

Registered Office address: 43 Dormer Avenue, Wing LU7 0TF

### Overview

Nicola Johnstone Tutoring and Assessing are committed to respecting the privacy and protecting the data of our clients. We protect the privacy of all who share personal data with us via email, post, text, phone or our websites: nicolajohnstonetutoring.co.uk

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.

Nicola Johnstone Tutoring and Assessing 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. Data Protection Registration Certificate : ZA366940

### 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), address used to connect

your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. Our website, nicolajohnstonetutoring.co.uk IS hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell . our services to you. Your data may be stored through wix .com 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's data protection policy.

To book an assessment you will be required to enter personal data into the BookWhen booking system. They will save your personal data in line with their privacy policy. Before the assessment you will be required to complete a questionnaire, which is completed via google forms and stored on google. Please see Googles privacy policy.

#### 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 Book When, 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, 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 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 in order to reply to you and to keep you informed about the services you are interested in.

## 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 and files containing sensitive information, such as diagnostic assessment reports, are password protected. We use email transfer data, using password protection if it contains sensitive or highly confidential information.

## HOW DO WE SHARE YOUR DATA?

We will not share data with 3rd parties for marketing purposes. You will be asked to sign a privacy agreement prior to the assessment. This can be found on the parent/ client questionnaire.

## 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 . 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 6 years for adults and reports for minors are kept until they are 25 years of age. Test papers are destroyed after assessment.

## MARKETING

We do not send marketing emails.

## HOW CAN YOU WITHDRAW YOUR CONSENT?

You have the right to have your person 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 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. 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. [nicolajohnstoneturoting@gmail.com](mailto:nicolajohnstoneturoting@gmail.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 Regulation then please visit: <https://ico.org.uk/>

## END OF POLICY