

PRIVACY POLICY

Rowena Edington (Learnability) (“we” or “us”) are committed to protecting and respecting your privacy. This policy outlines the basis on which personal data we gather from you, or that you give to us, will be handled by us. For the purpose of the Data Protection Act 1998 (the Act), the ‘data controller’ or ‘processor’ is Rowena Edington (Learnability) rowena@learnability.co.uk

Information we may collect

You may give us information about you by completing our contact form at www.learnability.co.uk or by contacting us by telephone, email, or other electronic means. The information you give us may include your name and contact details among other things.

When visiting our site we may collect technical information, including your computers IP address, browser type, browser and operating system among other things. Information about your visit, including the full URL to, through and from our site; pages you viewed; page interaction information, and methods used to browse away from the page.

We may receive information about you and your child from third parties such as school SENCo’s, school teachers and, professionals associated with you and your child among others.

Uses of the information we collect

We use information collected about you to deliver our contractual obligations to you by:

- Delivering the products and services we have agreed to provide you with and inform you of similar or related products or services
- Provide you with support, assistance and services in relation to dyslexia and related neurodiverse conditions in education or the workplace (‘services’)
- To better understand the needs of dyslexic/dyscalculia and non-dyslexic/non-dyscalculia people
- Occasionally, to verify your identity and your circumstances with third parties
- Send you information about our services. You may opt out of receiving these at any time
- Introduce you to third parties to help us to provide you with my services
- Invite you to events which we, our clients or third parties organise, which we believe you may be interested in. You may opt out of receiving these at any time

Disclosing your information

We will only share your information following authorisation by you, the client.

We may also disclose your personal information to third parties if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use or terms of engagement and other agreements; or to protect the rights, property, or safety of our staff, customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection.

Cookies

Our website uses cookies to identify you from other users of our website. This helps provide a better experience when you visit our website. For detailed information on the cookies we use and the purposes for which we use them see our Cookie policy.

Storage of personal data

All information you provide to us and collected by us is stored locally on password-protected computer hard drives.

I will hold your personal data for as long as it is needed for us to provide you with the services or for the period I am required to retain this information by applicable UK tax law (currently 6 years), or until the client is 21 years of age, whichever is the longer.

Transfer of personal data outside of the European Economic Area

We will not otherwise transfer your personal data outside of the United Kingdom or 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

You have the right to ask us not to process your personal data for marketing purposes at any time by contacting us at Rowena Edington (Learnability), rowena@learnability.co.uk

Our site may contain links to and from other websites. If you follow a link to any of these websites, please be aware of their privacy policies and note that we are not responsible or liable for these policies.

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.

Your access to information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £30 to meet our costs in providing you with details of the information we hold about you.

Changes we may make to this privacy policy will be included here.

Contact

Questions, comments and requests regarding this privacy policy can be addressed to Rowena Edington (Learnability) rowena@learnability.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.