

Privacy Notice

Last updated: 27th July 2026

Owner: Trudy Golding, trading as Dyslexia South East

ICO Registration Number: ZB885109

1. Introduction

This Privacy Notice explains how I collect, use, store, protect and share personal information when providing services through Dyslexia South East.

Dyslexia South East is the trading name of Trudy Golding, a sole trader. I am the data controller for the personal information covered by this notice.

This notice applies to services provided by Dyslexia South East, including:

- diagnostic and educational assessments;
- screening services;
- specialist teaching and tuition;
- consultancy and professional advice;
- communication with families, educational settings, employers and other professionals;
- related administrative and business activities.

This notice is provided for information and transparency. You are not being asked to consent to the Privacy Notice itself. Where consent is required for a particular use of personal information, I will ask for this separately.

Dyslexia South East CIC is a separate legal organisation. This Privacy Notice applies only to services provided by Trudy Golding trading as Dyslexia South East. Personal information collected through Dyslexia South East CIC activities is governed by the CIC's own privacy notice.

2. Who I Am and How to Contact Me

I am Trudy Golding, a qualified specialist teacher and assessor registered with the Information Commissioner's Office.

I hold an Assessment Practising Certificate and work in accordance with relevant professional standards, including those established by the SpLD Assessment Standards Committee.

Questions about this notice or the use of personal information should be directed to:

Trudy Golding

Dyslexia South East

Email: trudygolding@dyslexiasoutheast.co.uk

Telephone: 07588 839449

Website: www.dyslexiasoutheast.co.uk

3. What Information I Collect

I only collect personal information that is relevant and necessary to provide my services, meet my professional responsibilities and comply with legal requirements.

3.1 Information about parents, carers or the person arranging the service

This may include:

- name and contact details;
- address;
- relationship to the child or young person;
- information provided in enquiries and correspondence;
- appointment and communication records;
- consent and agreement records;
- billing, payment and transaction records;
- information relating to complaints, concerns or feedback.

I do not store payment-card details.

3.2 Information about the person receiving the service

This may include:

- name, address and contact details;
- date of birth and age;
- school, college, university, training provider or employer;
- year group, course, qualifications or employment information;
- educational history, attendance and previous provision;
- learning strengths, needs and areas of concern;
- developmental and family history relevant to the service;
- assessment responses, observations, test scores and results;
- written work and verbal responses;
- teaching, tuition and progress records;
- previous assessment reports;
- school reports and educational records;
- support plans, Education, Health and Care Plans and other relevant documents;
- information about interventions and reasonable adjustments;
- examination access arrangement information;
- photographs or copies of documents supplied for identification or assessment purposes, where necessary.

3.3 Special-category personal information

Some of the information needed for an assessment or educational service is classed as special-category personal data.

Where relevant and necessary, this may include information about:

- physical or mental health;
- disabilities and medical conditions;
- neurodevelopmental conditions or diagnoses;
- medication;
- vision, visual discomfort and visual history;
- hearing;
- speech and language development;
- emotional wellbeing or mental-health needs;
- relevant developmental, medical or family history.

I will only collect and process special-category information that is relevant and necessary for the service being provided.

3.4 Information received from schools, colleges, employers and professionals

Where appropriate, I may receive:

- completed questionnaires;
- educational, medical or professional reports;
- attainment, progress and attendance information;
- examples of work;
- information about support and interventions;
- information about reasonable adjustments or access arrangements;
- observations from teachers, tutors, employers, healthcare professionals or other relevant professionals.

4. Where Personal Information Comes From

Personal information may be collected:

- directly from the person receiving the service;
- from a parent, carer or person arranging the service;
- from a child or young person during an assessment or teaching session;
- from schools, colleges, universities, employers or training providers;
- from educational, healthcare or other professionals;
- from documents, forms, reports and work samples provided to me;
- through my own professional observations, assessments and teaching sessions;
- through my website, email, telephone, online forms or other communication methods.

Where information is supplied about another person, the person providing it should ensure that they are entitled to share it and, where appropriate, that the individual has been informed.

5. Why I Use Personal Information

I may use personal information to:

- respond to enquiries;
- determine whether a service is suitable;
- arrange and manage appointments;
- provide diagnostic assessments, screening, tuition or consultancy;
- understand the individual's history, strengths and needs;
- select, administer, score and interpret assessment activities;
- prepare assessment reports and recommendations;
- monitor teaching and learning progress;
- communicate with clients, parents and carers;
- liaise with schools, colleges, employers or other professionals where permitted;
- provide reasonable adjustments and accessible services;
- issue invoices and maintain payment records;
- manage complaints or concerns;
- meet safeguarding responsibilities;
- maintain professional, insurance and business records;
- establish, exercise or defend legal or professional claims;
- comply with legal, tax, accounting and regulatory requirements;
- maintain the security and effective operation of my services.

I will not use personal information for purposes that are incompatible with those explained in this notice without first providing further information and identifying an appropriate lawful basis.

6. Lawful Basis for Processing

Under the UK GDPR, I must have a lawful basis for processing personal information. The lawful basis used depends on the reason for processing.

6.1 Contract

I may process personal information where this is necessary to:

- take steps at your request before entering into a contract;
- arrange and deliver a service that has been requested;
- communicate about appointments and services;
- undertake an assessment or provide tuition;
- prepare and provide reports;
- administer invoices and payments;
- meet the terms of the service agreement.

Without the necessary information, I may be unable to provide the requested service.

6.2 Legitimate interests

I may process personal information where this is necessary for my legitimate interests or those of another person, provided that these interests are not overridden by the rights and interests of the person whose information is being processed.

These interests may include:

- responding to and managing enquiries;
- maintaining appropriate professional records;
- managing and improving my services;
- ensuring the security of my systems and information;
- obtaining professional advice;
- managing complaints;
- meeting insurance requirements;
- establishing, exercising or defending legal or professional claims.

Where I rely on legitimate interests, I will consider the nature of the information, the reasonable expectations of the individuals involved and the possible effect of the processing.

6.3 Legal obligation

I may process or retain personal information where this is necessary to meet legal obligations, including those relating to:

- tax and accounting;
- safeguarding;
- court orders;
- regulatory requirements;
- the prevention or detection of crime;
- other legal duties that apply to my work.

6.4 Consent

I may rely on consent for particular optional uses of personal information, such as:

- sending a report directly to a school, employer or other professional at the client's request;
- obtaining information from a third party where consent is required;
- using personal information for another clearly identified optional purpose.

Consent will be requested separately and will not be assumed merely because someone uses my services.

Where I rely on consent to process or share personal information, consent may be withdrawn at any time by contacting me.

Withdrawing consent will not affect processing that has already taken place. It will also not affect information that I need to retain or process under another lawful basis, such as contractual, legal, safeguarding, insurance or professional requirements.

7. Special-Category Personal Information

In addition to an ordinary lawful basis under Article 6 of the UK GDPR, I must identify a separate condition under Article 9 when processing special-category personal information.

For relevant health, disability, medical, developmental and neurodevelopmental information necessary to provide an assessment or educational service, I rely on explicit consent under Article 9(2)(a) of the UK GDPR.

Where the person receiving the service is able to provide their own consent, I will seek their explicit consent directly. Where appropriate, consent may instead be provided by a person with parental responsibility or another person who has lawful authority to act on their behalf.

I request this through a separate explicit-consent statement.

I will only process special-category information that is relevant and necessary to:

- determine whether an assessment or service is appropriate;
- understand the individual's developmental and educational history;
- undertake and interpret an assessment;
- provide suitable teaching or educational support;
- prepare an accurate report and recommendations;
- make appropriate reasonable adjustments.

Explicit consent may be withdrawn by contacting me. Withdrawal will not affect processing that has already taken place.

If explicit consent is withdrawn before an assessment or report has been completed, I may be unable to continue providing the service.

Where explicit consent is withdrawn, I will stop the processing that depends upon that consent unless another lawful basis and an applicable Article 9 condition permit or require continued processing. This may apply, for example, where processing is necessary to protect vital interests, meet a legal safeguarding obligation, or establish, exercise or defend legal claims.

I may retain a limited record of the service, the consent provided and any subsequent withdrawal of consent where this is lawfully necessary.

8. Children and Young People

Children and young people have rights in relation to their own personal information.

Information will normally be provided to a parent or carer where they arrange a service for a child. However, depending on the child or young person's age, understanding and circumstances, I may also:

- explain directly to them what information I am collecting;
- explain why I need the information;
- seek their agreement and cooperation;

- involve them in decisions about the use or sharing of their information;
- respond directly to an appropriate request concerning their personal information.

I will aim to explain the use of personal information in a clear, accessible and age-appropriate way.

A parent or carer does not automatically have an unrestricted right to all information about a child. Any request will be considered in light of the child's age, understanding, rights, welfare and the circumstances of the request.

9. Sharing Personal Information

I will not sell personal information.

Assessment reports or personal information will only be shared with a school, college, employer, examination body or other professional where:

- the client, parent or person with appropriate authority has requested or authorised the sharing;
- the individual has authorised the sharing where they are able to make the decision themselves;
- sharing is necessary to protect someone from serious harm;
- sharing is required or permitted by law;
- sharing is required by a court, regulator or other authorised body;
- sharing is necessary to establish, exercise or defend a legal or professional claim.

Where possible and appropriate, I will explain what information is being shared, with whom and for what purpose.

10. Safeguarding and Compulsory Disclosures

Confidentiality may need to be overridden where I have a safeguarding concern or where disclosure is otherwise required or permitted by law.

Information may be shared without consent where I reasonably believe that:

- a child or adult may be at risk of harm;
- someone else may be at risk of harm;
- a serious crime may have occurred;
- disclosure is required by a court order;
- I am legally required to provide the information;
- disclosure is necessary to establish, exercise or defend a legal claim.

Only information that is relevant and necessary will be shared.

11. Service Providers and Data Processors

I may use trusted organisations and service providers to support the delivery and administration of my services.

These may include providers of:

- secure email;
- cloud storage and document management;
- online questionnaires and forms;
- website hosting;
- appointment and diary systems;
- accounting and invoicing services;
- payment processing;
- IT support and security;
- printing and secure postal services;
- professional proofreading or administrative support;
- assessment platforms and scoring services;
- communication and video-conferencing services.

These organisations may process personal information on my behalf. Where required, I take reasonable steps to ensure that appropriate contracts, confidentiality requirements and data-protection safeguards are in place.

Service providers are not permitted to use personal information for their own unrelated purposes.

12. Use of Digital and AI-Assisted Tools

I may use approved digital and artificial intelligence-assisted services to support limited administrative, drafting, proofreading and quality-assurance tasks. This may include checking the grammar, clarity, structure, consistency and presentation of assessment reports and related documents.

The information processed through these services may include personal data and, where necessary, relevant special-category information concerning health, disability, development or neurodevelopmental needs.

Where I use an artificial intelligence-assisted service:

- I will only use information that is relevant and necessary for the particular task;
- directly identifying information will be removed or reduced wherever reasonably practicable;
- I will use an account, service or contractual arrangement that provides appropriate privacy, confidentiality and security safeguards;
- the service provider will process the information only for the purpose of providing the service to Dyslexia South East, subject to its contractual terms;
- submitted information will not be permitted to be used to train or improve general-purpose artificial intelligence models;
- appropriate retention and deletion controls will be applied where available;

- appropriate safeguards will be used where information is processed outside the United Kingdom;
- the service will not be used to make a solely automated diagnostic decision;
- assessment interpretation, diagnostic conclusions, recommendations and professional judgements will remain my responsibility and will be reviewed and determined by me.

Artificial intelligence-assisted services do not replace professional judgement or responsibility for the accuracy and content of the final report.

Further information about the services used, their purpose and the applicable safeguards may be requested by contacting me.

13. International Transfers

Some technology, cloud, email, form, communication or service providers may store or process information outside the United Kingdom.

Where personal information is transferred outside the UK, I will take reasonable steps to ensure that an appropriate legal safeguard is in place. This may include:

- processing in a country recognised as providing an adequate level of data protection;
- use of an approved UK international data-transfer agreement or addendum;
- another legally recognised transfer mechanism.

Information about the safeguards used for a particular provider may be requested by contacting me.

14. How I Store and Protect Personal Information

I take reasonable technical and organisational measures to protect personal information against:

- unauthorised access;
- accidental loss;
- inappropriate disclosure;
- alteration;
- destruction;
- misuse.

Measures may include:

- password-protected and encrypted devices;
- access controls and multi-factor authentication where available;
- secure cloud-storage services;
- locked storage for paper records;
- secure disposal of confidential documents;
- software and security updates;
- restricted access to personal information;

- confidentiality requirements for anyone authorised to assist with my work;
- regular review of information-security arrangements.

No method of electronic storage or transmission is completely secure. However, I take reasonable and proportionate steps to reduce risk and protect the information entrusted to me.

15. How Long I Keep Personal Information

Personal information will not be retained for longer than is reasonably necessary for the purpose for which it was collected.

Assessment records

Assessment records and reports will normally be retained securely for seven years from the date of assessment.

Records may be retained for longer where this is reasonably necessary for:

- legal or professional claims;
- insurance requirements;
- safeguarding;
- regulatory or professional obligations;
- another lawful reason.

Tuition and teaching records

Teaching and tuition records will normally be retained for seven years following the end of the service, unless a different period is set out in the Dyslexia South East Data Retention Policy.

Financial records

Invoices, payment information and accounting records will be retained for the period required by HMRC and other applicable legal or accounting requirements.

Enquiries that do not result in a service

Enquiries that do not result in a booking will normally be deleted within 24 months of the last meaningful communication, unless there is a lawful reason to retain them longer.

Consent and communication records

Records of consent, withdrawal of consent and important communications may be retained where necessary to demonstrate how personal information was managed.

At the end of the relevant retention period, information will be securely deleted, destroyed or anonymised unless there is a lawful reason to retain it.

16. Your Data-Protection Rights

Depending on the circumstances and the lawful basis being used, you may have the right to:

- be informed about how your personal information is used;
- request access to your personal information;
- request correction of inaccurate or incomplete information;
- request deletion of personal information where applicable;
- request restriction of processing;
- object to processing based on legitimate interests;
- request transfer of information in a portable format where applicable;
- withdraw consent where processing is based on consent;
- raise concerns about automated decision-making where applicable;
- complain to the Information Commissioner's Office.

These rights are not absolute. For example, I may need to retain certain information to meet legal, safeguarding, insurance or professional requirements or to establish, exercise or defend legal claims.

I may need to verify the identity and authority of the person making a request before disclosing or changing personal information.

I will normally respond to a valid request within one month. A longer period may be permitted for particularly complex requests or where several requests have been made. If this applies, I will explain the reason for the delay.

Right to object: Where I rely on legitimate interests, you have the right to object to the processing of your personal information. I will stop the processing unless I can demonstrate compelling legitimate grounds that override your interests, rights and freedoms, or the processing is required to establish, exercise or defend legal claims.

17. Requests for Deletion

A request for deletion does not always mean that all records can or must be immediately destroyed.

I may need to retain information where this is necessary to:

- comply with a legal obligation;
- meet tax or accounting requirements;
- meet safeguarding responsibilities;
- maintain professional or insurance records;
- establish, exercise or defend legal claims;
- demonstrate that an assessment or service was properly undertaken;
- protect the rights or safety of another person.

Where deletion is not possible, I will explain the reason and consider whether the processing or access to the information can be restricted.

18. Automated Decision-Making

I do not use solely automated decision-making to determine whether a person has dyslexia, dyscalculia or another learning need.

Computerised assessment platforms, scoring systems or digital tools may assist with calculations, administration or the presentation of results. However, assessment findings, diagnostic conclusions and recommendations are considered and determined through professional judgement.

19. Complaints

Please contact me in the first instance if you have a concern about how personal information has been handled.

Trudy Golding

Email: trudygolding@dyslexiasoutheast.co.uk

Telephone: 07588 839449

You also have the right to complain to the Information Commissioner's Office.

Information Commissioner's Office

Website: www.ico.org.uk

Telephone: 0303 123 1113

20. Changes to This Privacy Notice

This notice will be reviewed regularly and may be updated to reflect:

- changes in the law or regulatory guidance;
- changes to my services;
- changes to the technology or providers I use;
- changes to professional or insurance requirements.

The current version will be made available through the Dyslexia South East website or provided on request.

Where a change significantly affects how existing personal information is used, I will take reasonable steps to bring the change to the attention of the people affected before the new use begins.

21. Confirmation of Access to This Notice

Clients may be asked to confirm that they have been provided with access to this Privacy Notice.

This confirmation records that the notice has been made available. It does not replace any separate consent required for the processing of special-category information or for the optional sharing of personal information.