



Privacy Policy

This Privacy Policy outlines how I collect, use, and safeguard your personal information when you use my services; arranging an assessment, submitting an enquiry, or browsing the website. Your privacy is important and I am committed to handling your information in a clear, respectful, and responsible way.

This policy has been written with reference to and is compliant with the following laws.

- UK Data Protection Act 2018
- GDPR (UK)

Who am I and what do I do?

I am Lisa RIngham of Wells Dyslexia. My business address is 51a Selby Lane, Keyworth, NG12 5AQ. I am a freelance dyslexia specialist teacher and assessor. I offer both teaching and dyslexia assessment.

For my business operations, including insurance, employment, finance and legal obligations such as ICO registration, I act as a data controller. I am registered with the Information Commissioners Officer (ICO) under registration number **ZC122172**.

For assessments and the teaching of minors, I act as a data processor and use personal information under the strict instructions of those contracts.

What information do I collect and why?

Basic Personal Information

Name (learner and parent/guardian), D.O.B, Address, email address, phone number.

Educational Information

School name, academic records, teacher feedback, SEN history, Exam access arrangements.

Assessment data

Background/developmental history, medical history (if relevant), assessment reports, assessment test score results, diagnostic conclusions.

Administrative data

Invoices and payment details , Appointment records, email correspondence.

Non-Identifiable information

This includes data gathering through my website and social media (such as pages viewed, online browsing behaviour, clicks and other actions). This information does not identify individuals.

What allows me to use your information?

I process personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. The lawful bases relied upon are as follows:

Contract

Processing is necessary for the performance of a contract in order to carry out a dyslexia assessment and provide a written report and related services as agreed.

Legal Obligation

Processing is necessary to comply with legal obligations, including the retention of financial records for tax and accounting purposes.

Legitimate Interests

Processing is necessary for legitimate business interests, including managing appointments, maintaining records, responding to enquiries, and ensuring the efficient operation of my practice. These interests do not override the rights and freedoms of data subjects.

Explicit Consent (Special Category Data)

Dyslexia assessments involve the processing of special category data, including health, developmental, and educational information. Such data is processed only with explicit consent, which is obtained in writing prior to the assessment. For children and young people under the age of 18, explicit consent must be provided by a parent or legal guardian before any assessment or processing of personal data takes place.

Consent may be withdrawn at any time; however, this may affect my ability to provide assessment services.

How do I use your information?

- To conduct full diagnostic dyslexia assessments
- To produce full written dyslexia assessment reports
- To communicate with clients (schools and/or other medical/professionals)
- To issue invoices

How is your information stored?

We take appropriate measures to securely store and protect personal data against unauthorised access, loss, or disclosure. Data is retained on a secure cloud provider and is backed up using an encrypted hard drive.

How long is your information retained for?

Information is only kept for as long as necessary to fulfil the purposes outlined in this policy or as required by law.

- Raw test data (this data is not shared due to publisher copyright restrictions)
- Financial records (6-7 years for HMRC purposes)
- For teaching/assessment of minors, data is required to be kept until the individual turns 25 in accordance with legal obligations.
- When information is no longer required, it is shredded and disposed of securely.

Who do I share this information with?

- Parents/Guardians and the learner (where appropriate)
- Schools/colleges (with prior consent)
- IT providers (secure storage platform, email platform)

On rare occasions I may need to share this information with my insurance provider (Boswell Insurance). They act and handle your information confidentially.



Copies of dyslexia assessment reports will always be shared/distributed securely. I do not sell, trade, or otherwise transfer personal data to third parties for marketing or commercial purposes.

Your rights

You have several rights regarding your personal information, including:

- The right to access the data I hold about you.
- The right to have your data corrected.
- The right to have your data erased (subject to legal requirements).
- The right to restrict or object to how your data is used.
- The right to withdraw consent.
- The right to complain to the Information Commissioners Office (ICO). Contact details for the ICO can be found at the end of this policy.

To exercise any of these rights or if you have any questions about how I use your information, please contact me.

Withdrawing your consent

You have the right to withdraw your consent for me to hold or use your personal information. To do so, please contact me via email or post. Please note that I am required by law to retain certain data for legal and accounting purposes, which may limit my ability to fully erase your data.

This Privacy Policy is reviewed annually and updated as necessary to reflect changes in legal requirements or professional practice.

Policy last modified: February 2026

Next review to be conducted (or sooner if guidance changes): February 2027

ICO Contact details

Helpline: 0303 123 1113

Textphone: Dial 18001 followed by 0303 123 1113

[ICO 'Contact Us' webpage](#)