



Privacy Policy

Your confidence in the way we look after your data is really important to us. We have prepared this Privacy Policy to explain the types of personal data we may collect about you and how we store, handle and keep that data safe.

It also sets out your rights, how to contact us and (if you need to) how to complain in the event you have a problem or complaint.

Who we are

Sutton Dyslexia Association is a small local charity run by volunteers to support dyslexics and their families.

To make things simple, we refer to ourselves as 'SDA'.

Protecting your data

When we collect or process your personal data we are regulated by the [General Data Protection Regulation](#) which applies across the European Union (including the United Kingdom) and we are responsible as 'controller' or 'processor' of that personal information for the purposes of those laws.

The personal information we collect and use

The information we collect about you is needed to keep you informed as members about the work of the SDA and to give you advice about dyslexia when you phone or email our helpline. This is the information we hold:

- Your name and address
- Telephone number and email
- If you want to be placed on our accredited tutor list, your qualifications and DBS accreditation.
- If you contact us on our helpline, the personal information needed to answer your query until the query is completed.

How we use your personal information as members

We use your personal information to:

- Send you regular newsletters
- Tell you about SDA public meetings

Who we share your personal information with

We do not share your personal data with anyone apart from the British Dyslexia Association (BDA) as, in joining SDA, you are also members of the BDA. The BDA has its own Data Protection Policy (<http://www.bdadyslexia.org.uk/about/bda-privacy-policy>)

How long your personal information will be kept

We will hold your personal data for as long as it is needed for us to provide you with the services related to membership or helpline advice or for the period we are required to retain this information by applicable UK tax law (currently 6 years), whichever is the longer.

How we use your personal information when you request advice from the helpline

We use your personal information to:

- Provide you with support and assistance in relation to dyslexia only if you have specifically asked for this via our email or telephone helpline

Helpline Data Protection Notice

When you request information from the SDA Helpline, we obtain information about you. This statement explains how we look after that information and what we do with it. We have a legal duty under the Data Protection Act to prevent your information falling into the wrong hands. We must also ensure that the data we hold is accurate, adequate, relevant and not excessive. The only information we hold comes directly from you. Whenever we collect information from you, during a phone call or email, we will make it clear which information is required in order to answer your enquiry. You do not have to provide us with any additional information unless you choose to, but background information may be useful to help us determine the most appropriate advice or signposting for us to help you. Personal information that is given to the SDA Helpline will only be used to help us answer your specific enquiry and will not be used for any other reason. We store your information securely on our paper/computer systems while we are dealing with your query. Once your query has been completed, we delete the records from the relevant paper or computer records

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We limit access to your personal information to the committee members who need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

Your rights

Under the [General Data Protection Regulation](#) you have important rights. For further information on these 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](#).

Exercising your rights

If you no longer wish to receive our newsletters or if you would like to exercise any of the wider rights, please let us know via the email or phone contact details provided below.

How to complain

We hope that we can resolve any query or concern you raise about our use of your information. If you have a complaint or query, please contact the helpline.

The [General Data Protection Regulation](#) also gives you 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.

How to contact us

Please contact us if you have any questions about this privacy policy or the information we hold about you.

If you wish to contact us please send an email to:

helpline@suttondyslexia.org.uk

or call 07948 702491