

Privacy Notice

Big Picture Education Ltd
Amy Coombes
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07717 497560
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This privacy notice tells you what to expect us to do with your personal information

What information we collect, use, and why

Big Picture Education Ltd needs to hold personal information about you (the individual being assessed) to be able to conduct and complete any form of assessment and provide a report.

Big Picture Education takes privacy seriously. Big Picture Education is committed to ensuring that privacy is protected. Should we ask you to provide certain information by which you can be identified, you can be assured that it will only be used in accordance with this privacy statement.

Any personal information that you give Big Picture Education will be processed in accordance with the UK Data Protection Act 1998 and the GDPR (General Data Protection Regulation 2018), which requires Big Picture Education to be registered with the ICO (Information Commissioner's Office). You have a right to request to see your own personal information that is held about you and Big Picture Education must ensure that it is kept secure.

Big Picture Education will use your personal information to provide you with any services appropriate to a screening or diagnostic assessment. Please note:

- Big Picture Education will obtain information from and about you (where relevant) via questionnaires which will enable Big Picture Education to complete the assessment.
- Big Picture Education may need to obtain information from another source (confidential school reports or other professional reports) with permission and record it on paper or electronically to enable Big Picture Education to complete the assessment.
- 6 weeks following the assessment and the completion of the final assessment report all client questionnaires will be permanently deleted/destroyed. A sample of free writing and spelling will be scanned and stored along with the report and email threads electronically for 6 years for those aged over 18 at the time of the assessment. For an assessment carried out on a child under the age of 18, the sample of free writing and spelling, and the report and email threads will be stored electronically until their 25th birthday. **We would therefore strongly recommend that you keep a copy of your report securely.** After this time Big Picture Education will not be able to supply you with a copy of your report.
- Big Picture Education will email your report to you, password encrypted, and will forward the password.
- Big Picture Education may need to share your information anonymously with the professional body to whom Big Picture Education belongs, The Dyslexia Guild, who is entitled to sample Big Picture Education's work as part of quality control and to obtain a report as part of the 3-yearly renewal of Amy Coombes's Assessment Practising Certificate (APC).

- You are entitled to view, amend, or delete the personal information that Big Picture Education holds. Email your request to amy@bigpictureeducation.co.uk. Note: Requests from clients to delete data relating to an individual will be considered on a case-by-case basis but Big Picture Education may be unable to remove all assessment records or support notes for legal reasons. We will respond to you without undue delay and in any event within one month. To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.
- Big Picture Education may need to share anonymous information with educators, tutors, mentors, or employers, for example. If so, Big Picture Education will request this permission in writing as confirmation of your consent.
- Voice recordings taken during the assessment will be deleted once the report is ready.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

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03 October 2024

