



# Stella Cochrane ~ Dyslexia Understood

## Privacy Notice

### Introduction

Your confidence in the way I look after your data is important to me. I have prepared this Privacy Notice to explain the types of personal data I may collect about you prior to, during or after a diagnostic assessment and how I store, handle and work with that data safely in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018 (DPA 2018). It also sets out your rights, how to contact me and how to complain in the event you have a problem or complaint.

As a private dyslexia assessor and tutor, I am committed to maintaining the confidentiality, integrity and security of all personal information.

### Who I am

I am an independent assessor who is qualified to diagnose Specific Learning Difficulties (Dyslexia). I offer assessment and tutoring services. I am also able to make an onward referral to other health care professionals for other neurodiverse conditions should this be necessary.

**Stella Cochrane** – Specialist Tutor and SpLD Assessor

**Contact** – Via the website contact page: <https://www.stellacochranedyslexiaunderstood.com>

### Protecting your data

When I collect or process your personal data, I am regulated by the General Data Protection Regulation (GDPR), and I am responsible as a 'controller' or 'processor' of that personal information for the purposes of delivering my services to you. I am registered with the Information Commissioner's Office (ICO).

### The personal data I collect and use

The information I collect about you or your child is needed to deliver the services you have asked for and to carry out a diagnostic assessment. I may collect and process:

- Personal details for students/children (name, gender, address, date of birth)
- Contact information for parents, guardians, carers (address, phone number, email)
- Educational history and current setting
- Attendance and reason for absence data
- Assessment data, scores, exam results and qualifications, observations and reports
- Information relating to specific learning difficulties and Special Educational Needs and Disabilities (SEND)
- Relevant welfare, medical, developmental, behavioural or psychological information (provided voluntarily)
- Background information from parents, carers or the client
- School or workplace information where relevant

For clients under 18, data is provided by a parent or legal guardian with consent.

### How your data is collected

Data may be collected through:

- Initial enquiry forms or emails
- Pre-assessment questionnaires
- Direct communication (phone, email, video calls)



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- Information provided by schools, colleges or other professionals (with consent)
- Assessment

### **How I use your personal information**

Your personal data is used to:

- Deliver the service I have agreed to provide you with
- Conduct specialist dyslexia assessments
- Produce written diagnostic reports
- Communicate with you and (where appropriate) parents, schools or other professionals.
- Arrange appointments and manage bookings
- Maintain accurate professional records
- Provide you with support, assistance and services in relation to dyslexia and related neurodiverse conditions as appropriate.
- Meet legal and professional requirements

### **Reasons I can collect, process and use your personal information**

While I am delivering services to you, the majority of the data I process will be on the grounds of the contract we have for me to deliver the service. Any data retained beyond that time will be held based on my legitimate interest in being able to defend any future legal claim. Under UK data protection law, I must have a 'lawful basis' for collecting and using your personal information. I rely on the following lawful bases:

- Contract – to deliver the services requested
- Consent – particularly for sharing information and processing 'special category' data
- Legal obligations – where required by law or safeguarding duties.
- Legitimate interests – to benefit you

As a specialist dyslexia assessor, in order to gather background information on the person to be assessed, I need to ask the person and/or parent plus school if applicable, to complete a questionnaire. Some of this information will be included in the final report. Where I require 'special category' personal information (e.g. information about learning difficulties or health), I will only use such information where applicable and with your explicit consent.

### **Who I share your personal data with**

I do not routinely share your personal data with anyone unless there is a good reason to do so. This might include:

- Your child's school – I will share your information if you have given me permission to do so
- Other Third Parties – I will only share your information with third parties, such as other professionals if you have given me explicit written consent to do so
  - If there are safeguarding concerns
  - If required by law

I do not sell or share your data for marketing purposes.

### **Keeping your personal information secure**

I have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way and I will take appropriate steps to keep your data secure:



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- Digital records stored on password protected devices
- Encrypted storage where possible
- Paper records stored in locked filing system
- Access to your personal information is restricted to me or those who have a genuine need to know it with your express permission
- I will process your information in an authorised manner and subject to a duty of confidentiality.
- I also have procedures in place to deal with any suspected data security breach. I will notify you and any applicable regulator of a suspected data security breach, where I am legally required to do so.

### **How long will your personal information be kept**

In line with professional guidance, I retain records as detailed below:

- Following completion of the final assessment report, all client questionnaires and the data needed to complete the assessment will be kept for a period of 3 months, and then all raw data test sheets and questionnaires and all other personal data will be permanently deleted or securely destroyed.
- The report will be held for a period of 7 years from the date of completion if the report relates to an adult and until the year of their 25th birthday or 7 years after last contact (whichever is longer) for any person whose report was completed while they were under 18 years of age.
- When I am instructed to carry out tutoring, all notes, lesson plans, and informal assessments I undertake during my face-to-face tutoring will be deleted within 3 months of tuition ceasing.
- During an assessment, it may be necessary for the assessor to make an audio recording of the individual's responses to a particular test. This will allow the assessor to review responses when analysing the results. The recording will be deleted as soon as the report is finalised.

### **Transfer of your information out of the European Economic Area**

I will not 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 Data Protection Rights**

Under the General Data Protection Regulations, you have several important data protection rights including:

- The right to fair processing of information and transparency over how I use your personal information
- Right of access – you can request access to and copies of your personal data and information
- Right to rectification – you can request me to correct any inaccurate or incomplete information
- Right to erasure – you can request the deletion of personal information concerning you in certain situations
- Right to restriction of processing – you can request a limit on how your personal information is used and stored in certain circumstances
- Right to object to processing – Objecting at any time to the processing or storage of personal information concerning you
- Right to withdraw consent at any time
- Right to receive the personal information concerning you which you have provided to me, in a structured, commonly used and machine-readable format and have the right to transmit that data to a third party in certain situations



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- Objecting to decisions being taken by automated means which produce legal effects concerning you or significantly affect you
- Claiming compensation for damages caused by our breach of any data protection laws
- Exercising these rights free of charge

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.

### **Exercising your rights**

If you would like to exercise any of the rights outlined above and make a data protection rights request, please email, call or write to me using the contact details at the end of this notice. If you make a request, I will respond to you without undue delay or at any event within one month.

### **Confidentiality and Safeguarding**

All information is treated as confidential. However, confidentiality may be breached if:

- There is a risk of harm to the client or others
- There are safeguarding concerns
- Disclosure is required by law

### **Third Party Services**

I may use secure third-party services (e.g. email providers, cloud storage, accounting software). These providers are selected to ensure compliance with UK GDPR.

### **How to complain**

I hope that I can resolve any query or concern you raise about my use of your information. If you have a complaint or query, please contact me by the telephone number or email provided.

The General Data Protection Regulation also gives you the right to lodge a complaint with a supervisory authority in the UK. The supervisory authority in the UK is the Information Commissioner's Office (ICO), which may be contacted at <https://www.ico.org.uk/make-a-complaint> or telephone: 0303 123 1113.

### **Changes to this privacy notice**

This privacy notice was published on 24<sup>th</sup> April 2026. I may change this privacy policy from time to time.

The most recent version will be available on my website and provided to you if it affects the way I use your data.

Please contact me if you have any questions about this privacy notice or the information, I hold about you.

**Assessor's Name: Stella Cochrane**

**Contact details - Website:** <https://www.stellacochranedyslexiaunderstood.com>

Last Updated: 19.05.2026