



Privacy Policy - Orchid Education

Suzanna Presland (Trading as Orchid Education) provides assessments for Specific Learning Difficulties for children.

Data Protection Registration Certificate: **C1383827** Email address: suzi@orch-ed.com

Overview

Orchid Education are committed to respecting the privacy and protecting the data of our clients. We protect the privacy of all who share personal data with us via email, post, text, phone or via our website: www.orch-ed.com.

We will only collect and use personal data in ways that are described in this policy. We have strict policies and procedures in place to protect your data when you send it to us, and when we process it to provide you with the services you have requested. The data you provide us will be used only for the efficient provision of agreed upon services and it will not be shared with anyone else unless explicitly stated in this document.

You have the right to see what data we hold on you and request that any data held is amended or deleted. Please contact us if you have any concerns or queries.

We are registered with the Information Commissioner's Office, the regulator of the Data Protection Act 1998 and abide by its requirements. Data Protection Registration Certificate: **C1383827**

WHAT INFORMATION DOES OUR WEBSITE (orch-ed.com) COLLECT?

On our website we receive, collect and store any information you enter in. This information is stored and processed by the web hosting company, IONOS. We also use IONOS SiteAnalytics.

Our website has an SSL certificate, which:

- *Ensures that you are connected to the correct address (domain of the destination address)*
- *Means encrypted data transmission remains protected and maintains integrity*

What information does IONOS collect from our website visitors?

The following data is collected from website visitors, and is immediately anonymised as the data is collected (IONOS does not store any personal data of website visitors, so that no conclusions can be drawn about the individual visitors):

- *Referrer (previously visited website)*
- *Requested website or file*
- *Browser type and browser version*
- *Operating system used*
- *Device type used*
- *Time of access*
- *IP address in anonymised form (used only to determine the location of access)*
- *Additionally, processing by IONOS SiteAnalytics (tracking and logging) takes place.*

Which technologies does IONOS use to determine the data?

The data is determined either by a pixel or by a log file. IONOS SiteAnalytics does not use cookies to protect personal data. The visitor's IP is transmitted when a page is requested, anonymized immediately after transmission and processed without personal reference.

For what purpose is the data collected?

The data is collected out of necessity, to ensure the security and proper functionality of the website, as well as the account. In IONOS SiteAnalytics, data is collected exclusively for statistical evaluation and technical optimization of the website

How long is visitor data stored?

The data is stored by IONOS for 8 weeks.

Will visitor data be passed on to third parties?

No, your data will not be passed on to third parties.

Is visitor data transferred to third countries outside the EU?

No, there is no transfer to third countries.

WHAT INFORMATION DO WE COLLECT FROM OUR CLIENTS?

Depending on the service we are providing, we may collect the following data for children. We collect this through paper and electronic forms and questionnaires, documentation provided by you, over the phone, by email or submitted online:

- *Name (Title, First and Surname);*
- *Home address;*
- *Email address;*
- *Telephone number;*
- *Payment information*
- *Medical/disability information;*
- *Date of birth;*
- *Gender;*
- *Background information on the child or adult being assessed or tutored (collected from child/parents/school);*

HOW DO WE COLLECT YOUR DATA?

When you make contact or share data on our website, by email, by phone or text, or online booking service such as Eventbrite, we collect only the personal information you give us, (such as your name, phone number, email address), which is necessary to provide our services.

When you engage our services as an assessor, tutor or consultant, we collect information through email, forms, (and associated documentation), and questionnaires. We communicate via email and phone and will keep your details in our email system in order to reply to you and to keep you informed about the services you are interested in.

We will not contact you unless you have given your permission for us to do so. If you decide you do not want to hear from us then please let us know and we will remove your details from our system.

WHY DO WE COLLECT YOUR DATA?

- *To communicate with you as a response to an email, web enquiry, text or telephone call;*
- *To supply you with the services and products you request;*
- *To provide you with ongoing support and services;*
- *To collect payment for our services;*
- *To comply with statutory requirements for bookkeeping, auditing and accounting.*

HOW DO WE STORE YOUR DATA?

When you engage our services we store the information we collect about you electronically and/or on paper. Electronic data is kept in encrypted files on Microsoft Onedrive and files containing sensitive information, such as diagnostic assessment reports, are password protected. Hard copies of documents are stored securely in a fireproof, locked filing cabinet. We use email or file sharing to transfer data, using password protection if it contains sensitive or highly confidential information.

HOW DO WE SHARE YOUR DATA?

We will not share data with 3rd parties. You will be asked to sign a privacy agreement prior to the assessment. This can be found on the parent/client questionnaire.

HOW LONG DO WE KEEP YOUR DATA?

This will vary depending on the services provided. Please see your contract for specific details. You can request removal at any time. We keep copies of assessment reports (stored electronically) and test papers for the time required by law and as advised by our professional bodies. This may vary over time. Currently electronic reports for minors are kept until they are 25 years of age. Test papers are destroyed after 12 months. Background questionnaires are stored in password protected Microsoft Onedrive folders with the reports.

MARKETING

We may contact you when our service is complete to ask for feedback or a review. We will only use this as part of marketing with your permission and will anonymise all information kept.

The data from successful applicants will be stored for 2 years after they have left.

WHAT ARE YOUR RIGHTS?

You have a number of rights under the GDPR including data correction, data erasure, data restriction, data objection etc. For full details see <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>. You have the right to request your data, or withdraw your consent, as described below. Please contact us for information on any other rights mentioned above.

HOW CAN YOU WITHDRAW YOUR CONSENT?

You have the right to have your personal data erased. You can withdraw your consent by contacting Suzanna Presland, (listed at the beginning of this document), verbally or in writing. If you do not receive a response to your email, please contact us again. We will act upon your request without undue delay and within one month of receipt.

Please note that this right is not absolute – we are required to hold certain data for legal and accounting reasons.

HOW CAN YOU GET ACCESS TO YOUR PERSONAL DATA?

If you want to know what personal data we have about you or your child, you can ask us for details of that personal data and for a copy of it. This is known as a subject access. Please email us for a copy of the form to fill in. There is no charge for a subject access request if it is reasonable. We will aim to reply to your request within one month.

COMPLAINTS AND QUESTIONS

Please contact us in the first instance with any questions or complaints you may have. suzi@orch-ed.com

UPDATES TO PRIVACY POLICY

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon posting on the website. If we make major changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

If you would like to find out more about your rights and our obligation under the General Data Processing Regulation then please visit: <https://ico.org.uk/>

Date: September 2023