



We really value your confidence in the way we handle your data. We have prepared this Privacy Policy to explain the types of personal data we may collect about you prior to, during, or after a diagnostic assessment 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 ARE WE?

Olive Tree Neurodiversity offers diagnostic assessments and specialist teaching programs tailored to individuals of all abilities, specifically those with Specific Learning Difficulties (dyslexia, DCD, ADHD, etc). We offer in-person or remote support in England. Profiles of our coaches and tutors are available upon request to help you make an informed decision about our services.

OUR CONTACT DETAILS

Company Name:	Olive Tree Neurodiversity Ltd.
Registered Address:	71-75 Shelton Street, Covent Garden, London, WC2H 9JQ
Email:	info@olivetree-nmh.com

PROTECTING YOUR DATA

When we collect or process your personal data, we are regulated by the General Data Protection Regulations, which apply across the European Union (including the United Kingdom). For the purposes of those laws, we are responsible as ‘controller’ or ‘processor’ of that personal information. As such, we are registered with the Information Commissioner Office, and my ICO number is **ZB660789**.

THE PERSONAL INFORMATION I COLLECT AND USE

The information we collect about you is needed to deliver the services you have requested, in this case a diagnostic assessment, or to keep you informed about things you might reasonably expect, given our relationship. That tends to include things like:

- Who you are – so we know what to call you
- Where you live - so we can attend the address as required or record it on the assessment report

- Telephone number and email – so we can send you your report and request any information needed
- Background Information – to inform your report
- If you contact us as a parent or carer, information about your children
- Your child’s school – so we can attend the address as required or record it on the assessment report

As you would expect, we must keep records to comply with the law regarding (for example) criminal activity or fraud.

HOW I USE YOUR PERSONAL INFORMATION

Typically, we use your personal information to:

- Deliver the service we have agreed to provide you with – Specialised teaching or diagnostic assessments
- Provide you with support, assistance and services concerning dyslexia and related neurodiverse conditions as appropriate.
- To better understand the needs of dyslexic and non-dyslexic people to diagnose individuals with dyslexia,

WHO I SHARE YOUR PERSONAL INFORMATION WITH

We only routinely share your data with people if there is an excellent reason. This might include:

- Your child’s school – we will share your information with your child’s school if you have permitted us to do so
- Other Third Parties (‘third parties’) – we will share your information with 3rd Parties, such as other professionals, if you have permitted us to do so

As expected, we will share personal information with law enforcement or other authorities if applicable law requires it. We will not share your personal information with any other third party.

INFORMATION I NEED VS INFORMATION THAT WOULD BE HELPFUL TO THE CAUSE

We often need your data to provide you with the services you have requested. If you query the need to give any specific data item, we will inform you at this point whether you must provide the information to receive the service or whether this is optional.

HOW LONG YOUR PERSONAL INFORMATION WILL BE KEPT

We will hold your personal data for as long as needed to allow me to provide you with the service or for the period I am required to retain this information by applicable UK law (currently six years after an individual's 18th birthday or six years for an adult).

REASONS WE CAN COLLECT AND USE YOUR PERSONAL INFORMATION

Rather than bombarding you with requests for permission, we try to limit the data I keep to that required to fulfil my contractual obligations to you and/or the pursuit of our legitimate interest as the lawful basis on which I collect and use your personal data. Our legitimate interest is providing you with services related to tutoring, dyslexia, and other Specific Learning Difficulties, including diagnostic assessment.

Where we are privy to special category personal information, such as children's and criminal information, we will only use such information where applicable and with your explicit consent, i.e., include the information in an assessment report.

TRANSFER OF YOUR INFORMATION OUT OF THE EUROPEAN ECONOMIC AREA

We will not transfer your data outside the United Kingdom or to any organisation (or subordinate bodies) governed by public international law or set up under any agreement between two or more countries.

YOUR RIGHTS

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

- The fair processing of information and transparency over how we use your personal information
- Access to your personal information and to certain other supplementary information that this Privacy Policy is already designed to address
- Requiring me to correct any mistakes in your information which we hold
- Requiring the erasure of personal information concerning you in certain situations

- Receiving the personal information concerning you that 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
- Objecting at any time to the processing or storage of personal information concerning you
- Objecting to decisions being taken by automated means which produce legal effects concerning you or significantly affect you
- Objecting in certain other situations to my continued storage of your personal information
- Restricting my processing or storage of your personal information in certain circumstances
- Claiming compensation for damages caused by our breach of any data protection laws
- Exercising these rights free of charge

For further information on 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, please:

- Email, call or write to me (details of how below)
- Let us have enough information to identify you (e.g. name and property details)

KEEPING YOUR PERSONAL INFORMATION SECURE

We have appropriate security measures to prevent personal information from being accidentally lost, used or accessed unauthorised. We limit access to your personal information to those who genuinely need to know it and with your express permission. We will process your information in an authorised manner and subject to a duty of confidentiality.

We also have procedures to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach, which we are legally required to do.

HOW TO COMPLAIN

We hope that we can resolve any query or concern you raise about my use of your information.

If you have a complaint or query, please get in touch with us using the email address marlene.p@olivetree-nmh.com

The General Data Protection Regulation also gives you the right to complain to a supervisory authority, particularly 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 by telephone at 0303 123 1113.

CHANGES TO THIS PRIVACY NOTICE

This privacy notice was published on 09th July 2024.

We are committed to keeping our privacy policy up to date. Although we may change it from time to time, the version you signed will remain applicable to you.

CONTACT US

Please get in touch with our data protection officer if you have any questions about this privacy policy or the information we hold about you.

Name: Maria Pretorius (known as Marlene)

Contact details:

07888867052

marlene.p@olivetree-nmh.com