

My Kind of Thinking Privacy Policy



Information About Us

My Kind of Thinking Ltd provides assessments for Specific Learning Difficulties to children and adults. In addition, we offer training and provide exam access arrangements in schools.

Company Registration Number:	13555027
Contact Number:	07913417192
Data Protection Officer:	Vicki Angel
Data Protection Registration Certificate:	ZA874400
Email address:	info@mykindofthinking.co.uk
Registered Office Address:	My Kind of Thinking Limited c/o Westbourne Bookshop, 65 Poole Road, Westbourne, Dorset. BH4 9BA

Overview

My Kind of Thinking Ltd is 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 our website. 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. Any data shared with us will only be used to support the service that has been agreed with the client and it will not be shared with anyone else unless explicitly stated in this document (MKOT Privacy Policy 2024).

You have the right to see what data we hold on you and request that any data held is amended or deleted. Please contact the relevant Data Protection Officer, (listed above), 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: ZA874400.

What information does our website collect?

Our website does not directly collect any personal data, but provides an email address for you to contact us using your own email service provider. Our website host may collect, (automatically through monitoring tools), the Internet protocol, (IP), the address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information.

Our website, www.mykindofthinking.co.uk is hosted on the WordPress platform. Your data may be stored through WordPress data storage, databases and general WordPress applications. They store your data on secure servers behind a firewall. For more information, please see WordPress' data protection policy (<https://en-gb.wordpress.org/about/privacy/>).

Our website www.mykindofthinking.co.uk is hosted by Floppynet. They will only collect data that is required and is listed in their privacy policy <https://www.floppynet.co.uk/support/privacy>.

When making an enquiry and liaising with My Kind of Thinking Ltd, your email is received and processed through ZohoMail. Zoho.com only stores and processes information which is required by the client and data processor. Their privacy policy can be viewed here: <https://www.zoho.com/en-uk/privacy.html>

All payments for assessments will be made by BACs transfer through Starling Bank, all data regarding your payment details will be held in line with their data policy (<https://www.starlingbank.com/legal/privacy-notice/>) and no data will be shared external to My Kind of Thinking Ltd.

What information do we collect from our clients?

Generally, for full diagnostic assessments, we collect questionnaires and other information electronically via email. These include, but are not restricted to: name, address, email address, telephone, medical and disability information, DOB, gender and further background information.

How do we collect your data?

We only ask for information that is necessary to provide our services to you. This is either shared directly by you to My Kind of Thinking or occasionally may be supplied with your permission from your organisation (e.g. your school, university or employer).

We communicate via email and text and will keep your details in our email system to reply to you and fulfil any request for assessment or other services provided by My Kind of Thinking. We will not sell or use this data to offer other services that are not pertinent to the service requested.

Why do we collect your data?

In order to respond to a request for information via email, text, and telephone message we will need to collect certain information. To supply you with the services you have requested we may require further information, for example, background questionnaires and reports from schools, workplaces and universities. In addition, to supply you with ongoing support, we may keep basic contact information. To comply with statutory requirements for bookkeeping, auditing and accounting, basic financial information such as payments received will be logged.

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 a secure Dropbox account and files containing sensitive information, such as diagnostic assessment reports, are password protected. Hard copies of documents are stored securely in a fireproof, locked cupboard. We use email or file sharing to transfer data, using password protection if it contains sensitive or highly confidential information. Additionally, we use FreeAgent for invoicing and bookkeeping and to store your name, email address and postal address. Dropbox and FreeAgent are GDPR compliant and do not have access to any of your data.

How do we share your data?

We will not share data with 3rd parties for marketing purposes. We will only share your personal data with the associate dyslexia assessors conducting your assessment and administrative staff. Data is only shared to allow us to carry out contracted services. Please note all assessors are registered with the Information Commissioner Office (ICO).

How long do we keep your data?

This will vary depending on the services provided. 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 are kept for 6 years for adults and reports for minors are kept until they are 25 years of age. Test papers are destroyed 6 months after the assessment has been completed.

Your rights

You have several rights under the GDPR including data correction, data erasure, data restriction, data objection etc. Your rights are summarised below:

Under data protection law, you have rights including:

Your right of access

You have the right to ask us for copies of your personal information.

Your right to rectification

You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure

You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing

You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing

You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability

You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

For further details see <https://ico.org.uk/for-the-public/your-right-to-get-copies-of-your-data/>

Please contact us at info@mykindofthinking.co.uk if you wish to make a request.

How can you withdraw your consent?

You have the right to have your personal data erased. You can withdraw your consent by contacting the relevant Data Protection Officer, (listed at the beginning of this document), verbally or in writing. 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 the relevant Data Protection Officer, (listed at the beginning of this document), 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, but in some cases, this can take up to three months.

Complaint and questions

Please contact us in the first instance with any questions or complaints you may have, using the contact details at the beginning of this document.

You can also complain to the ICO at the address below if you are unhappy with how we have used your data.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Helpline number: 0303 123 1113

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/>