

# Privacy Policy

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## Leap Dyslexia Services

Last updated: 13 April 2025

At Leap Dyslexia Services, your privacy is important to us. This Privacy Policy explains how we collect, use, store, and protect your personal information when you use our website or contact us.

### 1. Who We Are

Leap Dyslexia Services provides specialist dyslexia support, assessments, and guidance. We are based in England and comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

If you have any questions about this policy, you can contact us at:

Email: [Insert your contact email]

Phone: [Insert your phone number if applicable]

Address: [Insert your business address if applicable]

### 2. What Information We Collect

When you use our website, especially the enquiry form, we may collect the following information:

- Your name
- Email address
- Phone number (if provided)
- Any other information you choose to provide in the enquiry form

We do not collect sensitive data unless directly relevant and with your explicit consent.

### 3. How We Use Your Information

We collect this information so that we can:

- Respond to your enquiries
- Provide you with information about our services
- Maintain records of communication
- Improve our website and services

We do not use your personal information for marketing unless you explicitly opt-in.

### 4. Lawful Basis for Processing

Under the UK GDPR, the lawful bases we rely on to process your information include:

- Consent – When you submit an enquiry form, you give us consent to use your data to

respond.

- Legitimate Interests – To operate and improve our services.

## **5. How We Store and Protect Your Data**

We take appropriate security measures to protect your personal data from unauthorized access, loss, or misuse. Your information is stored securely and only accessible to authorised personnel.

We do not keep your personal data longer than necessary. Enquiry data is reviewed periodically and deleted if no longer needed.

## **6. Sharing Your Data**

We do not sell or share your personal information with third parties, except:

- If required by law
- If necessary to protect our legal rights
- With your consent

## **7. Your Data Rights**

You have the right to:

- Access the personal data we hold about you
- Request correction of incorrect or incomplete data
- Request deletion of your personal data
- Object to or restrict how we use your data
- Withdraw your consent at any time

To exercise any of these rights, please contact us using the details above.

## **8. Cookies and Website Analytics**

We may use basic cookies to enhance user experience. These cookies do not collect personally identifiable information.

We may also use analytics tools to understand how visitors use our website, but this data is anonymised.

## **9. Changes to This Policy**

We may update this Privacy Policy occasionally. Changes will be posted on this page with an updated revision date.