

PRIVACY POLICY AND CONSENT



OLIVE TREE NEURODIVERSITY LTD.

Your confidence in the way we look after your data is important to us. We have prepared this Privacy Policy to explain the types of personal data we may collect about you prior, during or after a consultation, 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

At Olive Tree Neurodiversity, we understand that every person has unique needs. We have therefore developed a network of highly qualified, experienced specialists who are passionate about providing one to one tutoring and parent coaching programmes, tailored to those needs. Our collective areas of specialisation cover a range of Special Educational Needs and Disabilities (SEND) including dyslexia, dyspraxia, dysgraphia, dyscalculia, ADHD, ASD and SEMH. A brief profile of each of our coaches and tutors are available upon request should you need this to help make a decision about our services. At present we also offer screenings for dyslexia, dyspraxia, dysgraphia, dyscalculia, and ADHD for both children and adults. We are based in England and can offer either in-person or remote support, depending on your location.

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 applies across the European Union (including the United Kingdom) and we are responsible as 'controller' or 'processor' of that personal information for the purposes of those laws. As such we are registered with The Information Commissioners Office and our ICO number is: **ZB511783**

THE PERSONAL INFORMATION WE COLLECT AND USE

The information we collect about you is needed to deliver the services you have asked for, 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

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- Where you live - so your personal coach or assessor can attend the address as required or record it on the assessment report
- Telephone number and email – so we can send you your personal support plan, report or request any information needed
- Background Information – to inform your report or personal support plan
- If you contact us as a parent or carer, information about your children

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

HOW WE USE YOUR PERSONAL INFORMATION

Normally, we use your personal information to:

- Deliver the service we have agreed to provide you with - a coaching and/or tutoring programme
- Provide you with support, assistance and non-medical services in relation to, SEND and related neurodiverse conditions as appropriate
- To better understand the needs of neurodiverse and neurotypical people in order to provide support to individuals and their families.

WHO WE SHARE YOUR PERSONAL INFORMATION WITH

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

- Your appointed assessor, tutor or coach
- Other Third Parties ('third parties') – We only will share your information with 3rd Parties, such as other professionals, if you have given explicit permission to do so
 - If you are on a coaching programme which might include more than one specialist, only the relevant information will be shared to enable them to provide the agreed session/service
 - Your child's school – if and where appropriate we will share your information with your child's school if you have given us permission to do so

As you would expect, we will share personal information with law enforcement or other authorities, if required by applicable law. We will not share your personal information with any other third party.

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

We often need your personal data to provide you with the services you have requested. If you query the need to provide any specific item of data, we will inform you at this point whether you are required to 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 it is needed to allow us to provide you with the service or for the period we are required to retain this information by applicable UK law (currently 6 years after an individual's 18th birthday or 6 years for an adult).

REASONS WE CAN COLLECT AND USE YOUR PERSONAL INFORMATION

Rather than bombard you with requests for permissions, we try to limit the data we keep to that required to fulfil our contractual obligations to you and/or the pursuit of our legitimate interest as the lawful basis on which we collect and use your personal data. Our legitimate interest is providing you services in relation to Specific Learning Difficulties and understanding what it is and providing you with information to know how to manage your own neurodiversity or that of your child.

Where we are privy to special category personal information, for example 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 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 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 use personal information

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- Access to your personal information and to certain other supplementary information that this Privacy Policy is already designed to address
- Requiring us 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 which you have provided to us, 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 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 our continued storage of your personal information
- Restricting our 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 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, please:

- email, call or write to us (details at the start of the policy)
- Let us have enough information to identify you (e.g. name and property details)

KEEPING YOUR PERSONAL INFORMATION SECURE

We have appropriate security measures in place to prevent personal information from being accidentally lost, used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine 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 in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach, where we are legally required to do so.

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PRIVACY OF OUR STAFF AND AFFILIATES

The privacy of our staff, coaches, tutors and other affiliates are also regarded in the same manner set out in this policy. Only details they have given permission for will be shared with clients, and only for the purposes agreed. Clients are expected to respect their privacy and not share details of home addresses or personal phone numbers unless permission has been obtained first.

HOW TO COMPLAIN

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

If you have a complaint or query, please contact our director and appointed Data Protection Officer,

Name: **Marlene Pretorius**

Telephone number: **0788 8867 052**

Email: **marlene.p@olivetree-nmh.com**

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular 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 telephone: 0303 123 1113.

CHANGES TO THIS PRIVACY NOTICE

This privacy notice was published on 4th March 2023.

We may change this privacy notice from time to time but the version you signed will remain applicable to you.

CONTACT US

Please contact us if you have any questions about this privacy policy or the information we hold about you.

Email: info@olivetree-nmh.com

Phone: 0788 8867 052