



Privacy Notice

Under the UK General Data Protection Regulation (UK GDPR), individuals have the right to be informed about how their personal data is collected, used, stored, and shared. This privacy notice explains how Balance Education Consultancy Ltd, operating as an independent education advisor and certified Irlen Screener, processes personal data when working directly with parents/carers and their children.

Who We Are..

Balance Education Consultancy Ltd (balancED) is operated by Katie Fletcher, a qualified and certified Irlen Screener, qualified SENDCO and educational advisor. In this context, we act as a Data Controller, responsible for determining how and why personal data is used when providing screening, assessment, and consultancy services directly to families.

We are registered with the Information Commissioner's Office (ICO) under registration number [ZB894897]

What Personal Data We Collect

We collect and process personal data to carry out assessments and provide advice and recommendations. This may include:

Child's information:

- *Full name, date of birth, school year*
- *Relevant educational history or assessment results*
- *Medical or developmental information (e.g. vision, attention, sensory, or SEND-related concerns)*
- *Screening results, overlays used, and recommendations*

Parent/carers information:

- *Name, relationship to child*
- *Contact details (phone, email, address)*
- *Preferred communication method*

- *Payment information (where required)*

We only collect what is necessary to deliver a safe and effective service.

Why We Use This Data

We use your and your child's data to:

- *Carry out Irlen Screening Assessments*
- *Make appropriate, evidence-informed recommendations*
- *Provide written reports for your use or referral to other specialists*
- *Maintain records for legal, administrative, or safeguarding reasons*
- *Comply with our professional obligations*

We do not use your data for marketing purposes or sell it to third parties.

Lawful Basis for Processing

We rely on the following legal bases under UK GDPR:

- *Consent – for collecting health or special category data, and for sharing reports*
- *Contract – to deliver services as agreed with you*
- *Legal obligation – for safeguarding or regulatory requirements (e.g. tax, insurance)*
- *Vital interests – if we need to act to protect life or wellbeing in an emergency*

You may withdraw your consent at any time by contacting us.

How We Store and Protect Your Data

All data is stored securely using Microsoft OneDrive, a GDPR-compliant cloud system with encryption and access control.

- *Devices used are password protected and encrypted*



- *Paper records are minimal and stored securely (if used)*
- *Data is retained for 6 years in line with professional guidance, legal and insurance requirements*
- *After this period, data is securely deleted or anonymised*

We regularly review security measures to protect your information.

Data Sharing

We only share your or your child's data:

- *With your explicit consent (e.g. if referring to another specialist)*
- *When legally required (e.g. safeguarding, criminal investigations, or court orders)*
- *With emergency services if necessary to protect life*

If a referral is needed (e.g. to an Irlen Diagnostician), your contact and screening report will only be shared with your consent.

Your Rights

Under UK data protection law, you have the right to:

- *Access the personal data we hold about you or your child*
- *Request correction of inaccurate data*
- *Request erasure of data in certain circumstances*
- *Object to or restrict how your data is used*
- *Request transfer of your data to another provider (data portability)*
- *Withdraw consent (where applicable)*

To exercise these rights, please contact us using the details below.



Complaints

If you are unhappy with how we have handled your data, please contact us directly. If you remain concerned, you have the right to complain to the Information Commissioner's Office (ICO):

- Website: <https://ico.org.uk/concerns>
- Helpline: 0303 123 1113

Contact Us

If you have any questions or concerns about this notice or your data, please contact:

Katie Fletcher

Director & Data Protection Lead

Balance Education Consultancy

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☎ 07359 747 705

ICO Registration No: ZB894897