

Privacy Policy

At the Dyslexia Association of Bexley, Bromley, Greenwich and Lewisham (DABBGL), we're committed to protecting and respecting your privacy.

This Policy explains when and why we collect personal information, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time so please check this page occasionally to ensure that you're happy with any changes. By using our website, you're agreeing to be bound by this Policy.

Any questions regarding this Policy and our privacy practices should be sent by email to info@dyslexiawise.co.uk or by writing to Dyslexia Association of Bexley, Bromley, Greenwich and Lewisham, Community House, South Street, Bromley, Kent BR1 1RH. Alternatively, you can telephone 0300 999 1800.

Who are we?

We're the Dyslexia Association of Bexley, Bromley, Greenwich and Lewisham, providing information to and help for parents, teachers, adults and interested professionals. The separate adult group is open to anyone over 18 from any area within commutable distance of Bromley. DABBGL is a registered charity (no. 1114382) and company limited by guarantee (no. 5725573). The registered address is Dyslexia Association of Bexley, Bromley, Greenwich and Lewisham, Community House, South Street, Bromley, Kent BR1 1RH.

How do we collect information from you?

We obtain information about you when you contact us regarding our products and services, for example, when booking screenings, workshops or other DABBGL events. We also collect information if you complete an enquiry form, sign up to a mailing list, make a donation, attend an open meeting, or join our Association.

What type of information is collected from you?

The personal information we collect might include your name, address, telephone number, and email address. Additional information, for example a date of birth, may be collected to enable us to deliver specialist services such as screenings.

How is your information used?

We may use your information to:

- process a donation that you have made;
- process bookings for services that you have submitted;
- to carry out our obligations arising from any contracts entered into by you and us;
- seek your views or comments on the services we provide;
- notify you of changes to our services;
- send you communications which you have requested and that may be of interest to you. These may include information about campaigns, appeals, or other fundraising activities.

We review our retention periods for personal information on a regular basis. We are legally required to hold some types of information to fulfil our statutory obligations (for example the collection of Gift Aid). We will hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

Who has access to your information?

We will not sell or rent your information to third parties.

We will not share your information with third parties for marketing purposes.

We may pass your information to our third party service providers, agents subcontractors and other associated organisations for the purposes of completing tasks and providing services to you on our behalf (for example to process donations and send you mailings). However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes. Please be reassured that we will not release your information to third parties beyond the DABBGL network for them to use for their own direct marketing purposes, unless you have requested us to do so, or we are required to do so by law, for example, by a court order or for the purposes of prevention of fraud or other crime.

We may transfer your personal information to a third party as part of a sale of some or all of our business and assets to any third party or as part of any business restructuring or reorganisation, or if we're under a duty to disclose or share your personal data in order to comply with any legal obligation or to enforce or apply our terms of use or to protect the rights, property or safety of our supporters and customers. However, we will take steps with the aim of ensuring that your privacy rights continue to be protected.

Your choices

You have a choice about whether or not you wish to receive information from us. If you do not want to receive direct communications from us, you can select your choices by ticking the relevant boxes situated on the form on which we collect your information.

We will not contact you for marketing purposes by email, phone or text message unless you have given your prior consent. We will not contact you for marketing purposes by post if you have indicated that you do not wish to be contacted. You can change your marketing preferences at any time by contacting us by email at info@dyslexiawise.co.uk or telephone on 0300 999 1800.

How you can access and update your information

The accuracy of your information is important to us. We're working on ways to make it easier for you to review and correct the information that we hold about you. In the meantime, if you change email address, or any of the other information we hold is inaccurate or out of date, please email us at info@dyslexiawise.co.uk, or write to us at Dyslexia Association of Bexley, Bromley, Greenwich and Lewisham, Community House, South Street, Bromley, Kent BR1 1RH. Alternatively, you can telephone 0300 999 1800.

You have the right to ask for a copy of the information DABBGL hold about you free of charge. However, we may charge for information requests that are manifestly unfounded, excessive or for multiple copies of the same information.

Security precautions in place to protect the loss, misuse or alteration of your information

When you give us personal information, we take steps to ensure that it's treated securely.

Non-sensitive details (your email address, etc.) are transmitted normally over the Internet, and this can never be guaranteed to be 100% secure. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk. Once we receive your information, we make our best effort to ensure its security on our systems. Where we have given (or where you have chosen) a password which enables you to access certain parts of our websites, you are responsible for keeping this password confidential. We ask you not to share your password with anyone.

Links to other websites

Our website may contain links to other websites run by other organisations. This privacy policy applies only to our website, so we encourage you to read the privacy statements on the other websites you visit. We cannot be responsible for the privacy policies and practices of other sites even if you access them using links from our website.

In addition, if you linked to our website from a third party site, we cannot be responsible for the privacy policies and practices of the owners and operators of that third party site and recommend that you check the policy of that third party site.

16 or Under

We are concerned to protect the privacy of children aged 16 or under. If you are aged 16 or under, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

Transferring your information outside of Europe

As part of the services offered to you through this website, the information which you provide to us may be transferred to countries outside the European Union ("EU"). By way of example, this may happen if any of our servers are from time to time located in a country outside of the EU. These countries may not have similar data protection laws to the UK. By submitting your personal data, you're agreeing to this transfer, storing or processing. If we transfer your information outside of the EU in this way, we will take steps to ensure that appropriate security measures are taken with the aim of ensuring that your privacy rights continue to be protected as outlined in this Policy.

If you use our services while you are outside the EU, your information may be transferred outside the EU in order to provide you with those services.

Review of this Policy

We keep this Policy under regular review. This Policy was last updated in May 2018.