



## **Privacy Policy**

This Privacy Policy explains how Leading Educational and Neurodiversity Support (LENS) collects, uses, and protects personal information.

LENS is committed to handling personal data responsibly and in line with UK data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

### **1. Who We Are**

LENS provides consultancy, training, and specialist support services.

For the purposes of data protection law, LENS is the “data controller” of any personal information collected.

Contact details can be found on the Contact page.

### **2. What Information We Collect**

LENS may collect and process the following types of personal information:

- Names, email addresses, and contact details
- Information provided through enquiry forms or emails
- Details relevant to the services requested
- Records of meetings, consultations, or training sessions
- Payment and invoicing information
- Correspondence and communication records

Where services involve children or vulnerable individuals, additional sensitive information may be shared with consent and handled with particular care.

### **3. How Information Is Collected**

Information may be collected when you:

- Contact LENS via the website, email, or phone
- Complete enquiry or booking forms
- Engage in consultancy, training, or support services
- Provide information during meetings or consultations

LENS only collects information that is necessary for the delivery of services.

#### 4. How Information Is Used

Personal information is used to:

- Respond to enquiries
- Arrange and deliver services
- Maintain professional records
- Issue invoices and manage payments
- Communicate about ongoing work
- Meet legal and professional obligations

Information is never used for marketing without consent.

#### 5. Legal Basis for Processing

LENS processes personal data on one or more of the following legal bases:

- Consent
- Performance of a contract
- Legal obligation
- Legitimate professional interest

Where sensitive personal data is involved, explicit consent is sought.

#### 6. Data Storage and Security

LENS takes appropriate steps to protect personal information.

Data is stored securely using password-protected systems and secure storage methods. Access is limited to those who need it for professional purposes.

Paper records, where used, are kept securely.

#### 7. How Long Information Is Kept

Personal information is kept only for as long as necessary to fulfil professional, legal, and contractual obligations.

Retention periods may vary depending on the type of service provided and relevant safeguarding or professional requirements.

When information is no longer required, it is securely deleted or destroyed.

## 8. Sharing Information

LENS does not sell or share personal data with third parties for commercial purposes.

Information may be shared only when:

- Required by law
- Necessary for safeguarding
- Agreed in advance
- Required for professional accountability

Any sharing is done in line with data protection requirements.

## 9. Your Rights

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

- Access your personal data
- Request correction of inaccurate data
- Request deletion where appropriate
- Restrict or object to processing
- Request data portability
- Withdraw consent (where applicable)

Requests can be made by contacting LENS directly.

## 10. Cookies and Website Use

The LENS website may use basic cookies to support functionality and improve user experience.

Cookies do not collect personal identifying information.

You can control cookie settings through your browser.

Further details are available in the Cookie Policy (if applicable).

## 11. Complaints

If you are concerned about how your data has been handled, you are encouraged to contact LENS in the first instance.

You also have the right to complain to the Information Commissioner's Office (ICO):

[www.ico.org.uk](http://www.ico.org.uk)

## 12. Changes to This Policy

This Privacy Policy may be updated from time to time to reflect changes in law or practice.

The most recent version will always be available on the website.

## 13. Contact

If you have any questions about this policy or how your information is handled, please contact LENS via the Contact page.

## 14. Approval and Review

Approved by: Joe Booker

Position: Director / Lead Practitioner

Organisation: Leading Educational and Neurodiversity Support

Date approved: 12.01.26

Review date: 12.01.27