

Services Terms and Conditions and Privacy Policy

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Services Terms and Conditions

1. Booking a Service

To book one of our services, including assessments and specialist teaching, you will need to provide personal information (such as name, date of birth, and address), complete all necessary questionnaires, and supply any relevant reports. This information is essential for the assessment process and helps us ensure that teaching sessions are as effective as possible. The information you provide will be accessible to the professional conducting the service and essential administrative staff.

At Rising Kites, we are committed to protecting your personal information and using it responsibly. Based on the information provided, we will assign a qualified professional to deliver the required service. Please note that while an assessment may result in a diagnosis of dyslexia, a diagnosis cannot be guaranteed, particularly for children aged 8 and under. However, the assessment will identify strengths and weaknesses and offer specific recommendations to support future learning.

2. Payment for Services

- **Assessment:** Full payment must be made before the assessment takes place.
- **Specialist Teaching:** A block of 6 sessions must be paid to secure the lessons.

Failure to make the required payment will result in the cancellation of the assessment and/or specialist teaching sessions.

3. Cancellations

- **Assessment:** To cancel an assessment, please email jo@risingkites.co.uk and/or fran@risingkites.co.uk. Cancellations made up to 48 hours before the appointment will incur a 50% fee. Cancellations made less than 48 hours before the appointment will be charged at the full fee. If Rising Kites cancels due to severe weather or an emergency, we will aim to provide as much notice as possible and reschedule the assessment.



- **Specialist Teaching:** To cancel a specialist teaching session, please call Rising Kites (07943 832 219 or 07779 591 287) or email jo@risingkites.co.uk and/or fran@risingkites.co.uk as soon as possible. For cancellations made more than 24 hours in advance, where possible an alternative time will be sought. Cancellations made less than 24 hours before the teaching session will be charged at the full fee. We do not provide refunds for missed sessions. However, If a professional cancels, you will be offered an alternative time or a refund.

4. How We Keep Your Information

Rising Kites is committed to protecting your personal information in accordance with the Data Protection Act 2018 (GDPR). All personal data is securely stored and handled as detailed in our Privacy Policy, available on our website www.risingkites.co.uk. Our GDPR Compliance Statement outlines our approach to data protection.

During assessments, we may make audio and/or video recordings of responses for analysis purposes. These recordings will be deleted within 3-4 weeks after the report is issued.

5. Retention of Information

Assessment reports and related information for individuals under 16 will be retained until their 24th birthday. For individuals aged 16 and over, reports will be kept for up to six years. After this period, we will no longer be able to provide copies of reports. We recommend keeping your report securely. Raw data test sheets will be permanently destroyed once the final report is issued.

6. Safeguarding

Rising Kites is dedicated to safeguarding children and young people who use our services. We ensure that all individuals involved with Rising Kites adhere to our Safeguarding Policy, which is available on our website.

7. Complaints

If you have any complaints regarding our services or handling of personal data, please contact us so we can address and resolve the issue promptly.