

Privacy Policy – Special Brains Paediatric Specialist Services LTD

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1. Introduction

This Privacy Policy explains how Special Brains Paediatric Specialist Services LTD collects, uses, stores, and protects the personal information you provide when using our website.

We are committed to respecting your privacy and complying with UK GDPR and the Data Protection Act 2018.

2. Information We May Collect

When you submit an enquiry or complete a form on our website, we may collect:

- Your name
- Email address
- Telephone number
- Any information included in your message

We only use this information to respond to your enquiry.

3. Data We Collect

- Personal information (name, DOB, address, contact details)
- Health and medical information
- Educational and behavioural information
- Communication records

4. How We Use Your Data

- Provide assessments and healthcare
- Support safeguarding and wellbeing
- Communicate with families, schools, and professionals
- Maintain clinical records

- Improve service quality

5. Information Sharing

We only share information:

- With consent
- With schools or healthcare professionals for care purposes
- With safeguarding agencies, if required by law
- With regulators when necessary

6. How We Store and Protect Your Data

We take all reasonable steps to ensure your information is stored securely and protected against unauthorised access.

This includes encryption, password protection, secure servers, and data minimisation.

7. Cookies and Website Analytics

We use cookies and Google Analytics to understand how visitors use our website.

Cookies help us improve the website, but they do not give us access to personal details.

You may disable cookies in your browser settings if you prefer.

8. Your Rights

Under UK GDPR, you have the right to:

- Request a copy of the information we hold about you
- Request corrections if information is inaccurate
- Request deletion of your information (where applicable)
- Request that we stop processing your information

To exercise your rights, contact: info@special-brains.com

9. Changes to This Policy

We may update this policy periodically

Any updates will be published on this page