



Acorn Autism Specialists

Diagnosis | Independence | Well-being

Privacy Policy (Website)

Policy & Procedure

Document reference	AAS-POL-009
Version	v2026.1
Issue / review date	April 2026
Next scheduled review	April 2027
Policy lead	Data Protection Lead
Statutory / regulatory basis	UK GDPR; DPA 2018; PECR 2003
Legal status	MANDATORY – Article 13/14 UK GDPR & PECR

Approved by the Directors of Acorn Autism Specialists

Legislative & regulatory framework

- UK GDPR Articles 13 and 14
- Data Protection Act 2018
- Privacy and Electronic Communications Regulations 2003
- ICO Guidance on transparency

1 Who we are

Acorn Autism Specialists is the data controller for personal data collected via our website, email and telephone enquiries. Our ICO registration number is ZB281801. You can contact our Data Protection Lead at info@acorn-autism.co.uk.

2 What data we collect

- Contact details you provide via our enquiry form (name, email, phone, postcode)
- Information in your messages to us
- Technical data: IP address, device type, pages viewed (via strictly necessary cookies)
- Analytics data: only if you give opt-in consent via our cookie banner

3 How we use it

- **Article 6(1)(b):** to respond to your enquiry or provide a quote.
- **Article 6(1)(c):** to comply with legal obligations.
- **Article 6(1)(f):** to secure our website and prevent fraud.
- **Article 6(1)(a):** where you give consent (e.g., marketing, analytics cookies).

4 How long we keep it

Website enquiries that do not become clients are deleted after 24 months. Client records follow the retention periods in the Records Management Policy.

5 Your rights

You have the rights of access, rectification, erasure, restriction, portability and objection. To exercise them contact info@acorn-autism.co.uk. You can also complain to the ICO at ico.org.uk.

6 Cookies

See our Cookie Notice on the website. We only use non-essential cookies with your opt-in consent.

7 Security

We use industry-standard encryption in transit (TLS 1.2+) and at rest, access controls, multi-factor authentication for staff and regular security reviews.

8 Roles & Responsibilities

Role	Responsibility
Data Protection Lead	Keep this notice up to date; publish on the website.

9 Breach of Policy

Outdated or inaccurate privacy information may result in ICO enforcement.

10 Monitoring & Review

This policy will be reviewed at least annually, or sooner if legislation, regulatory guidance, or best practice changes, by the Policy Lead in conjunction with the Directors.

11 Related Documents

- Client Privacy Notice
- Cookie Notice
- Data Protection Policy

Approval & Sign-off

Approved by	Board of Directors, Acorn Autism Specialists
Date approved	April 2026
Next review	April 2027