

SPECIALIST SPEECH & LANGUAGE THERAPY SERVICES LIMITED

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www.privatespeechandlanguagetherapy.moonfruit.co.uk

PRIVACY GDPR POLICY

Specialist Speech & Language Therapy Services Limited Privacy Policy.

Specialist Speech & Language Therapy Services Limited is committed to protecting the privacy of information provided by clients. Claire Huxford, Company Director, is registered with the Information Commissioner's Office (ICO) as a Data Controller. You can view her ICO registration by visiting: www.ico.org.uk/ESDWebPages/Entry/ZA316330

This privacy notice provides you with details of how I collect and process your personal data.

Collection of personal information

Information about you or your child may be collected via spoken or written information. With consent, information may also be collected from other professionals working with you or your child (such as Clinical Psychologists, Occupational Therapists, teaching staff, etc) I may also collect relevant information about family members through developmental history.

You may use the Specialist Speech & Language Therapy Services Limited website without providing any personal information. However, if you wish to make an enquiry via the website, you are requested to provide relevant contact details, such as your name, email address and contact telephone number to enable me to respond to your enquiry.

If your enquiry does not result in you being seen by Specialist Speech & Language Therapy Services Limited, then this personal information will be deleted once your enquiry has been dealt with. If you are subsequently seen by Specialist Speech & Language Therapy Services Limited these details may be added to their personal record.

Use of personal information

Personal information collected by me via email, telephone or face to face, is stored and used by me for the purpose of assessment.

Any sensitive personal details are stored in a secure and confidential system and processed in confidence by Specialist Speech & Language Therapy Services Limited and shall only be used for the purposes of delivering appropriate assessment services to you or your child.

With your consent, information may be shared with other professionals involved.

Unless required to do so by law, I will not disclose any personal information collected to any person other than as set out above.

I do not employ agents to process personal data, for example specialist mailing companies to send out communications.

I do not give or sell client details to any third parties.

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How personal information is used

This information is used:

- To prepare, plan and provide appropriate speech and language therapy services.
- To communicate with you via email, telephone, mobile messages and SMS in relation to: confirming and preparing for appointments, general communication in between appointments, sending you reports (reports are always password protected), copying you in to communications with other professionals involved (initials rather than full name will be used in emails), and sending you invoices.
- Email is not a 100% secure method of communication. With your consent, it will be used for correspondence and to send letters, reports and other documents securely via the encrypted email platform, Stay Private.

How personal information is stored

All information is stored securely in systems to ensure that I have a complete record of my service with you. I use a secure electronic system which is compliant with general data protection regulations. Documents which contain confidential information such as reports are also individually password protected from the outset. Any paper based confidential information such as assessments are stored securely in accordance with Data Protection Regulations.

The minimum amount of confidential information will be taken out of the Speech and Language Therapist's office base. When your information is taken out of the office base it will be kept with the Speech and Language Therapist or will be locked in the boot of the Speech and Language Therapist's car (whichever is considered to be the most secure at that time).

In accordance with law, all records will be kept securely for the recommended period of time. After this time all records relating to you or your child will be destroyed.

Lawful basis for processing personal information

The lawful basis for processing and storing personal information is one of 'legitimate interest' (under article 6 of GDPR). I cannot adequately deliver a service without processing personal information. As it is both a necessity for my service delivery and of benefit to you, I have a legitimate interest to process and store your data.

Data relating to an individual's health is classified as 'Special Category Data' under section 9 of the GDPR. The regulations specify that health professionals who are "legally bound to professional secrecy" may have a lawful basis for processing this data. Speech and Language Therapists are legally bound to keep client information confidential and it is under this condition that we process and store personal information.

Your rights

Data protection legislation gives you various rights. The most important of these are as follows:

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- You have the right to a copy of information I hold about you or your child.
- You have the right to ask for your record to be amended if you believe that it is wrong.

Responsibilities

I am committed to maintaining the security and confidentiality of your child's record. I actively implement security measures to ensure their information is safe, and audit these regularly.

I will not release your personal details to any third party without first seeking your consent, unless this is allowed for or required by law.

I am constantly working to ensure compliance with current data protection regulation.

Further information about data protection legislation and your rights is available from the Information Commissioner's Office or by calling 0303 123 1113, 9am to 5pm, Monday to Friday.

In the unlikely event that you are not satisfied with my service please contact me. I will make every attempt to resolve this through discussion. If it is not possible for us to resolve matters, and you wish to complain formally, please contact the Association of Speech and Language Therapists in Independent Practice at www.helpwithtalking.com