



PRIVACY GDPR POLICY

Specialist Speech & Language Therapy Services Limited Privacy Policy (last updated 20.05.18)

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 your child may be collected via spoken or written information from parents/carers. With parental consent, information may also be collected from other professionals working with your child (such as teachers, nursery staff, childminders, NHS Speech and Language Therapist). I may also collect information about family members where this relates to your child e.g. 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 your child being seen by Specialist Speech & Language Therapy Services Limited, then this personal information will be deleted once your enquiry has been dealt with. If your child is subsequently seen by Specialist Speech & Language Therapy Services Limited these details may be added to their personal record. Prior to meeting, parents will be sent a detailed Confidentiality document and Terms and Conditions of service to read and sign.

The website contains links to other Internet sites which are outside my control and are not covered by this privacy policy. I am not responsible for data which you provide through any such linked websites.

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 delivering your child's speech and language therapy.

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 speech and language therapy services to your child.

With your consent, information about your child's speech and language needs will be shared with other professionals involved in your child's care, when it is in your child's best interests. A record of your consent is kept within your child's case notes.



SPECIALIST SPEECH & LANGUAGE THERAPY SERVICES LIMITED

T: 07837426608 | E: claire.huxford@yahoo.co.uk

www.privatespeechandlanguagetherapy.moonfruit.co.uk

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.

How personal information is used

This information is used:

- To prepare, plan and provide speech and language therapy services appropriate for your child's needs.
- 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 and programmes for your child (reports are always password protected), copying you in to communications with other professionals involved with your child (your child's initials rather than full name will be used in emails), sending you resources 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 Egress.

How personal information is stored

All information about you, your child and their speech and language therapy is stored securely in systems to ensure that I have a complete record of my service to them. I use a secure electronic system for keeping clinical notes 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 child's 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 until your child is 25 years old. After this time all records relating to 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 to your child without processing their personal information. As it is both a necessity for my service delivery and of benefit to your child, I have a legitimate interest to process and store their data.



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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, the parent, various rights. The most important of these are as follows:

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

How to access your child's records

You can access the information I hold about you by writing to me at the address given below. Please apply in writing rather than by email, so that I receive an original signature to compare against the records we hold.

A copy of your child's records is provided free of charge.

I will provide access to your child's records within 30 days of receipt of all necessary information.

Please make your request in writing to:

Subject Access Requests Specialist Speech & Language Therapy Services Limited, 37 Gate House Lane, Bromsgrove, Worcestershire, B60 3GA.

If you have any further questions about how I use your information, please contact Claire.huxford@yahoo.co.uk

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.

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.

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,



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and you wish to complain formally, please contact the Association of Speech and Language Therapists in Independent Practice at www.helpwithtalking.com