



## **Privacy Policy**

The Data Controller for Child First Speech and Language Therapy is Elly Gilbert. Elly Gilbert is registered with the Information Commissioner's Office (ICO). You can view her ICO registration by visiting: <https://ico.org.uk/ESDWebPages/Entry/ZA144257>

### **What information do we process?**

Information about your child may be collected via email, telephone, website or face to face 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). We may also collect information about family members where this relates to your child e.g. contact details for parents and relevant medical or developmental history.

### **Why do we collect and store your information?**

Personal information is collected 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 Child First Speech & Language Therapy and shall only be used for the purposes of delivering appropriate speech and language therapy services to your child.

Your therapist has legal and professional obligations to keep accurate records relating to any treatment they provide.

We use this information:

- To prepare, plan and provide speech and language therapy services appropriate for your child's needs (including case history information, case notes written after each session, assessment data, written reports)
- To communicate with you via post, email, telephone, and SMS in relation to: confirming and preparing for appointments; sending you reports and resources for your child; copying you in to communications with other professionals involved with your child; sending you invoices and receipts
- For clinical audit to assess and improve our service. Results of audits are always presented with all client identities removed
- For management and administration, for example surnames of clients are included in our password protected accounting database

Whenever personal identifiers are not needed for these tasks, if possible we remove them from the information we use.

### **Will we share your information with others?**

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.

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

We do not employ agents to process personal data, for example specialist mailing companies to send out communications. We do not give or sell client details to any third parties.

### **How is the information stored securely?**

All information about you, your child and their speech and language therapy is stored securely in our systems to ensure that we have a complete record of our service. We use a secure electronic cloud-based system called "WriteUpp" which is compliant with General Data Protection Regulations. Any paper based confidential information such as assessments are stored securely in accordance with Data Protection Regulations.

Videos may be taken of clients with parental consent. These are temporarily stored on an encrypted and password protected tablet. These may then be viewed by the SLT in order to make notes in a client record within 24 hours of the child's appointment. The video is then deleted.

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 deemed to be the most secure at that time).

### **How long will the information be stored for?**

In accordance with law, all records will be kept securely until your child is 25 years old (or, until their 26th birthday, if 17 at the conclusion of their treatment). After this time all records relating to your child will be destroyed.

## **Our lawful basis for processing personal information**

Our lawful basis for processing and storing personal information is one of 'legitimate interest' (under article 6 of GDPR). We cannot adequately deliver a service to your child without processing their personal information. As it is both a necessity for our service delivery and of benefit to your child, we have a legitimate interest to process and store their 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.

## **The Data Protection Act 1988 and General Data Protection Regulations 2018**

The Data Protection Act 1988 and The General Data Protection Regulations 2018 lay down wide-ranging rules, backed up by criminal sanctions, for the processing of information about identifiable, living individuals. It also gives individuals certain rights in relation to personal data held about them by others.

## **Our responsibilities**

We are committed to maintaining the security and confidentiality of your child's record. We actively implement security measures to ensure their information is safe, and audit these regularly. We will not release your personal details to any third party without first seeking your consent, unless this is allowed for or required by law. We are constantly working to ensure compliance with current data protection regulation.

It is a legal requirement for all Speech and Language Therapists to be registered with the Health and Care Professions Council (HCPC). The HCPC has clear standards of conduct, performance and ethics that all registrants must adhere to.

These standards affect the way in which we process and share information. Specifically:

Standard 2: Communicate appropriately and effectively

*"You must share relevant information, where appropriate, with colleagues involved in the care, treatment or other services provided to a service user."*

## Standard 10: Keep records of your work

*"You must keep full, clear, and accurate records for everyone you care for, treat, or provide other services to. You must complete all records promptly and as soon as possible after providing care, treatment or other services. You must keep records secure by protecting them from loss, damage or inappropriate access."*

For further information the full document can be found at: <https://www.hcpc-uk.org/assets/documents/10004EDFStandardsofconduct,performanceandethics.pdf>

## 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 we hold about your child.
- You have the right to ask for your record to be amended if you believe that it is wrong.

You can access the information we hold about you by writing to us at the address given below. We 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  
Child First Speech & Language Therapy  
The Forge  
Stanley Green  
Whixall  
SY13 2NE

If you have any further questions about how we use your information, please contact [info@childfirst-slt.co.uk](mailto:info@childfirst-slt.co.uk)

Further information about data protection legislation and your rights is available from the Information Commissioner's Office <https://ico.org.uk/> or by calling 0303 123 1113

