



PRIVACY POLICY

Client privacy

This privacy notice provides you with details of how we collect and process your personal data. All clients will be asked to read and sign our Privacy Policy. All of the information collected is deemed necessary to provide a competent Speech and Language Therapy service to you. Your details will not be shared without your consent (except where there is a serious safeguarding concern) and you will only be contacted with regards to assessment, therapy or occasionally upcoming Speech and Language Therapy events relevant to you. Your email will be kept safe and will not be used for spam.

Individual Speech and Language Therapists with whom you are working are the data controllers and are responsible for your personal data (referred to as “we”, “us” or “our” in this privacy notice).

Contact Details

Our full details are: Mrs Laura Brown

Email address: laurabrownslt@gmail.com

Postal address: 6 Copt Elm Close, Charlton Kings, Cheltenham, GLOS, GL53 8AD

If you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner’s Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We should be grateful if you would contact us first if you do have a complaint so that we can try to resolve it for you.

It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at cotswoldslt@gmail.com

Gathering of Personally Identifying Information

Information is gathered via our Case History Questionnaire, Referral Form and any email/telephone communication received prior to a first face to face contact, with a Speech and Language Therapist. We do not store any financial information or card details.

How we use personal information

We use this information:



- To prepare, plan and provide speech and language therapy services appropriate for your child's needs
- To communicate with you via post, 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 (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
 - sending you invoices
- 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.

Storage of Personally Identifying Information

All personal information gathered from clients forms part of their health record and is securely stored in line with the Information Commissioners Office (ICO) guidelines. As a medical record your therapist must comply with Health and Care Professionals Council (HCPC) guidelines and must securely store the records until 7 years after treatment OR in the case of a paediatric client, the client reaches the age of 25. Following this period, the records will be deleted. Each Speech and Language Therapist complies with the Data Protection Acts 1998 and 2003 and with the EU General Data Protection Regulation and no personally identifying information is disclosed or shared without prior consent. By law we have to keep basic information about our customers (including Contact, Identity, Financial and Transaction Data) for seven years after they cease being customers for tax purposes and case notes until the child is 25 years of age. We take all measures reasonably necessary to prevent unauthorised access, use, alteration or destruction of potentially personally-identifying and personally identifying information.

We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. Personal information is kept only on encrypted and password protected software applications.

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).

Request for information

Clients and client's legal representatives have the right to request all information held about them in our systems. Individual Speech and Language Therapists will respond to all such requests within 30 days. Requests should be made in writing and addressed to individual therapists.

International

We do not transfer your personal data outside the European Economic Area (EEA).

Data Amendments

All clients have the right to correct any data held by us, including personal details on reports or other documents. Please submit all such corrections in writing to your treating therapist. It is the client's responsibility to ensure that we have up to date address and contact details and to notify us of any changes immediately.

Suspected breach

If your therapist suspects that data has been accessed unlawfully, they will inform the relevant parties immediately and report to the Information Commissioner's Office within 72 hours. A record of any data breach will be kept.

Privacy Policy Changes

Our Privacy Policy will be stored on our website. There may be minor changes from time to time at our discretion. You are encouraged to frequently check this page for any changes to our Privacy Policy.

Data Controllers

Individual Speech and Language Therapists are the data controllers and responsible for being compliant with the GDPR (see above for contact details). They are individually registered with the Information Commissioners Office also.

Parents are required to sign to indicate they have read a copy of the Privacy Policy before input can commence.

Date policy was written	30 th March 2018
This policy if due for review	30 th March 2019