

PRIVACY POLICY

This document is to show how I, Jo Wells of 'Jo Wells Speech & Language Therapy' handle your data in compliance with the General Data Protection Regulations (GDPR) May 2018 and the Data Protection Act 2018. It should be considered in conjunction with my terms and conditions and consent form.

I am an independent speech and language therapy provider and am committed to respecting and protecting your personal information. I am the Data Controller and sole Data Processor. I am registered with both the Health and Care Professions Council (HCPC) and with the Information Commissioners Office (ICO). I visit children in their homes and education settings to provide assessment and therapy of speech and language needs.

My lawful basis for processing data is one of 'legitimate interest' (under article 6 of GDPR). I cannot adequately deliver a service to your child without processing their personal information. It is required for accurate differential diagnosis and effective treatment planning and delivery. 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.

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

How is personal data collected?

I will collect personal information by written and spoken forms of communication (for example, face to face discussions, phone calls, emails). Information is collected from parents, and with parent permission information will be collected from professionals and other people known to the child. I will only collect information that is relevant or required to provide Speech and Language Therapy Services.

What personal data is collected?

The data I hold on your child includes:

- The child's name, age, date of birth, home address, medical history, education details, speech and language history and developmental milestones.
- Parent or carer names, phone number, email address, home address and details of any speech, language or learning difficulties.
- Family structure details (for example, details about who lives at home with the child).

How is the data used?

Personal information is used:

- To communicate with you, the parent, via email (or post if email consent is not granted), 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
- Copying you in to communications with other professionals involved with your child
- Sending you resources
- Sending you invoices and receipts
- Communicate with professionals and other people known to the child, if parents have given permission by signing a consent form (A record of your consent is kept within your child's casenotes).
- To prepare, plan and provide speech and language therapy services appropriate for your child's needs
- To communicate with others if this is required by the law (this is the only time personal information will be shared with others without permission from parents).

How is the data stored?

On the therapist's laptop computer, which is password protected. The personal data is stored within a password protected, secure online practice management system called Writeupp. Further information about WriteUp is available at <https://www.writeupp.com>.

Paper assessments are kept securely until scanned into the child's electronic record. The paper forms containing the child's data will then be shredded.

On rare occasions when the laptop is taken out of my house it is kept on my person at all times.

Videos and audio recordings may be taken of clients with parental consent. These are temporarily stored on a password protected business phone. These will then be viewed and analysed by the Therapist in order to make notes in a client record. The video or recording is then deleted.

When will the data be deleted?

In the case of a telephone or email correspondence which does not lead to an assessment or therapy by myself, any personal information will be deleted once your enquiry has been dealt with.

In accordance with law, once I have provided assessment or therapy for your child, 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.

My 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 required by law.

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 I 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.”

Your rights

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

- You have the right to ask for your record to be amended if you believe that it is wrong.
- You have the right to request a copy of the personal information that is held about you and your child. This is called a Subject Access Request and it is free of charge. Any requests must be submitted as a written request, and will be processed and completed within 30 days of receipt of all necessary information.
- You have the right to change the way you would like to receive information.

Due to the regulatory requirement for me to store information until a child’s 25th birthday it is not possible to request erasure of personal information.

Further information about data protection legislation and your rights is available from the Information Commissioner's Office website <https://ico.org.uk>