



PRIVACY POLICY

September 2020

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I am a UK-based specialist speech and language therapist in independent telepractice, registered by the UK Health and Care Professions Council (HCPC). At the time of writing, I operate a website which gives information about my speech and language therapy practice. I am committed to protecting the privacy of information provided by my clients. This document explains the purposes for handling, storing, and sharing of personal data. It is in accordance with the UK General Data Protection Regulation (GDPR) 2018 which was enacted as a measure to properly protect people's personal data.

Collection of personal data

Data is collected and processed by me, Jill Redgrave, via spoken or written word, using Zoom, email, phone, text or in face-to-face interaction, for the following reasons:

- To meet mandatory requirements regarding medical and therapy notes.
- To assist in efficient management of my therapy service.
- To enable me to contact you for discussion about your child's speech, language and communication needs.

Contact details are used in the following ways:

- Client's name and address, along with the names, postal addresses, telephone numbers and email addresses of parents/carers, are collected to assist with contacting parents/carers about scheduling appointments, invoicing, recording payments, progress in therapy.
- Information about family members may also be collected where this relates to your child, for example, relevant medical or developmental history.
- G.P. details are collected in case there is a need to professionally liaise with your child's G.P.
- Details of any other relevant healthcare professionals (for example, audiologists, ENT specialists, health visitors, NHS speech and language therapists) are collected for purposes of professional liaison.
- Nursery/school/college details are collected to assist with liaison with those working with your child in an educational setting.

I will obtain your written consent for liaison with the abovementioned healthcare professionals prior to your initial assessment appointment, when signing my Terms of Service and Declaration of Consent which will be sent to you by email. This type of sharing of information with other professionals working with your child will only take place when it is within your child's best interest for me to do so. A record of this consent is kept in your child's case-notes.

Initial enquiries by email or phone may result in the collection of personal data. This personal information will either be deleted once the enquiry has been dealt with OR if your child is subsequently seen by me for speech and language therapy, these details may be added to their personal record.



Personal data will not be shared with any other parties than those stated above and will not be used for marketing purposes.

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.

My website may contain links to other internet sites which are outside my control and not covered by this Privacy Policy. I am not responsible for data which you provide through any such linked websites.

Strict confidentiality is adhered to, in alignment with UK Health and Care Professions Council (HCPC) guidelines. However, in a situation where safeguarding issues are raised, I have a legal obligation to share that information with the relevant authorities.

How I use personal information

I use your personal information to:

Prepare, plan and provide a speech and language therapy service that is appropriate to your child's needs.

Communicate with you via the postal service, telephone, mobile messages, Zoom, and SMS in relation to:

- Confirming, preparing for and providing appointments.
- General communication between appointments.
- Sending password-protected reports and programmes for your child.
- Copying you in to communications with other professionals involved with your child, where your child's initials or first name only will be used to protect their privacy.
- Sending you resources.
- Sending you invoices and confirmation of payments.
- Conduct clinical audit so I can assess and improve my service. Results of audits are presented with all client identities removed.
- For management and administration purposes.

Whenever personal identifiers are not needed for the above tasks, if possible, I remove them from the information that I use.

How I store personal information

I take your privacy seriously and will take all reasonable steps to ensure the protection of your data in the following ways:

- Paper records are kept in a locked filing cabinet in a secure location.
- Computer records are stored on a password-protected computer and/or an encrypted flash drive which is, in turn, stored in a locked filing cabinet when not in use.
- Some assessment and therapy techniques require the use of audio or video recordings to observe your child during interaction with others. This data will be briefly stored on a password-protected device. The stored video data will be promptly deleted once it has served its immediate purpose in relation to assessment or therapeutic intervention. No copies will be retained.



- You can obtain a copy of data held about you or your child by submitting a written request for access.
- Records will be kept until a child reaches the age of twenty-five, after which it will be securely destroyed.

Lawful Reasons for Processing Personal Information.

It is a legal requirement for all Speech and Language Therapists to be registered with the UK Health and Care Professions Council (HCPC). The HCPC has clear standards of conduct, performance and ethics that all registrants must adhere to. The following two standards in particular apply for how registrants store and process information:

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:

<http://www.hcpcuk.org/assets/documents/10004EDFStandardsofconduct,performanceandethics.pdf>

Furthermore, the Data Protection Act 2018 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.

I am registered with the Information Commissioner's Office (ICO) as a Data Controller. You can view my ICO registration by visiting: www.ico.org.uk/ESDWebPages/Entry/ZA285131

How to access your child's records

You can access the information we hold about you by writing to us at the address given below. Please apply in writing, rather than by email. 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:

Mrs. Jill Redgrave,
Specialist Paediatric Speech and Language Therapist,
146 Elmwood Road,
Barnton,
Northwich,
Cheshire,
CW8 4NN
England.



Concerns about data privacy

If you have any concerns about data protection, you can take the following steps:

1. Contact me directly to express your concerns.
2. Register your concern with the Information Commissioner's Office by email <http://ico.org.uk/concerns> or by telephone: 0303 123 1113

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Review date

This Privacy Policy will be regularly reviewed and updated, with the next review date being 1st April, 2021. Any changes made will be communicated to service users.