

Privacy Policy

This page sets out E.A.T Speech Therapy's Privacy Policy in relation to the holding and using of information which may be obtained during initial contact, speech and language therapy provision and afterwards.

1. Who is E.A.T Speech Therapy?

E.A.T Speech Therapy provides independent speech and language therapy to children in a clinical setting and/or educational setting. It is managed by Danielle Cottam, Speech and Language Therapist, who is registered with the Health and Care Professions Council (HCPC). E.A.T Speech Therapy operates a website at www.eatspeechtherapy.co.uk and a Facebook page at <https://www.facebook.com/eatspeech/>. E.A.T Speech Therapy is committed to protecting the privacy of information provided by clients.

2. 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). 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.

You may use the E.A.T Speech Therapy 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, e-mail address and contact telephone number to enable me to respond to your enquiry. You may add comments or queries which might also contain personal information. By providing personal information for initial contact by text, voicemail, phone call, email, website enquiry or through the E.A.T Speech Therapy Facebook site you are consenting to personal details for yourself and your child being held temporarily by E.A.T Speech Therapy. If your enquiry does not result in your child being seen by E.A.T Speech Therapy then this personal information will be deleted once your enquiry has been dealt with. If your child is subsequently seen by E.A.T Speech Therapy these details may be added to their personal record. If you have opted in for our newsletter we will maintain your email address within our newsletter mailing list until noticed otherwise. To opt out of the newsletter you can contact info@eatspeechtherapy.co.uk and request to be removed from the mailing list at any time.

www.eatspeechtherapy.co.uk website contains links to other Internet sites which are outside our control and are not covered by this privacy policy. We are not responsible for data which you provide through any such linked websites.

3. Our use of personal information

Personal information collected by us via the E.A.T Speech Therapy website, email, telephone, SMS, Facebook or face to face, is stored and used by us 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 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. 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 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:
 - o confirming and preparing for appointments
 - o general communication in between appointments
 - o sending you reports and programmes for your child (reports password protected)
 - o 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)
 - o sending you resources
 - o sending you invoices and receipts
 - o periodic promotional emails about services or other information we think you might find useful
- For clinical audit to assess and improve our service. Results of audits are always presented with all client identities removed.
- For management and administration including financial records.
- For sharing information via newsletters – where individuals have opted in for this.

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

How we store personal information

Any sensitive personal details are stored in secure and confidential form. Paper is kept in locked cabinets at 21 Bakewell Rd, Haxel Grove, Stockport, SK7 6JT except when in use. Electronic data is stored on an encrypted computer file store. Backups of this electronic data are also encrypted. The child and their family / carer's contact details, emails plus attachments and messages may also be stored on an encrypted password protected mobile telephone during handling of initial contact and for initial assessment and further therapy. Videos may be taken of clients with parental/carer's consent. These are temporarily stored on an encrypted and password protected device such as a mobile phone or computer. These may then be viewed by the therapist in order to make notes in a child's record. The recording is deleted when your child is no longer receiving input. The minimum amount of confidential information will be taken out of the Speech and Language Therapist's office base when in use. When 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). In accordance with professional guidelines, all records will be kept securely until a child is 25 years old or for an adult until 7 years after therapy has ceased, whichever is the longer time. After this time all records relating to that person will be destroyed.

4. Meeting our professional obligations

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: www.hcpc-uk.org/assets/documents/10004EDFStandardsOfconduct,performanceandethics.pdf

5. UK Data Protection Law and EU General Data Protection Regulations

Data Protection Law lays 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. E.A.T Speech Therapy is registered with the Information Commissioner's Office (ICO) as a Data Controller. Our lawful basis for processing and storing personal information is one of 'legitimate interest' (under article 6 of GDPR, 2018). 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.

6. 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.

7. 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.

8. 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, so that we receive an original signature to compare against the records we hold.

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

E.A.T Speech Therapy,
21 Bakewell Rd,
Hazel Grove,
Stockport,
SK7 6JT

If you have any further questions about how we use your information, please contact www.eatspeechtherapy.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.

Last review date: April 2020

Next review Date: April 2022