



# FIND YOUR VOICE

Speech and Language Therapy

## Privacy Policy for Sensory Story Groups

### WHO WE ARE

- Find Your Voice Speech and Language Therapy (SLT) is a trading name used by sole trader Hannah Chard to deliver sensory story groups and independent children's speech, language and communication assessment and / or therapy in the home or educational setting.
- Hannah Chard is registered with the Health and Care Professions Council (HPCP) and is a member of the Royal College of Speech and Language Therapist (RCSLT) and the Association of Speech and Language Therapists in Independent Practice (ASLTIP).
- Find Your Voice (SLT) operates a website [www.findyourvoiceslt.co.uk](http://www.findyourvoiceslt.co.uk)
- Find Your Voice (SLT) operates a Facebook page
- Find Your Voice (SLT) is committed to protecting the privacy of information provided by clients.

### DATA PROTECTION REGULATIONS 2018

- The EU General Data Protection Regulation (GDPR) 2016 came into force in the UK in May 2018. These regulations govern the protection, processing and movement of personal data, and the legal rights of individuals to control information about themselves.
- GDPR seeks to give people more control over how organisations use their data. It enforces significant penalties for organisations that fail to comply.
- Hannah Chard is registered with the Information Commissioner's Office (ICO) as a Data Controller. You can view the ICO registration by visiting: <https://ico.org.uk/esdwebpages/search>.

### COLLECTION OF PERSONAL INFORMATION

- You may use the Find your Voice SLT website without providing any personal information. However, when you make an enquiry via the website's online submission form or make a booking using the online booking system, you are requested to provide relevant contact details, such as your name, e-mail address and contact telephone number to enable us to respond to your enquiry.
- Information about a child attending a sensory story group such as name, date of birth and parent contact details may be collected via telephone, website, email or face to face discussion with parents/guardians.
- You may additionally be asked to provide feedback on the service you have received and consent for it to be used for promotional material.
- The 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.

07923402604

[info@findyourvoiceslt.co.uk](mailto:info@findyourvoiceslt.co.uk)

[www.findyourvoiceslt.co.uk](http://www.findyourvoiceslt.co.uk)



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## HOW WE USE PERSONAL INFORMATION

Personal information collected by us via the Find Your Voice SLT website, email, telephone or face to face and is stored and used by us for the purpose of;

- answering enquiries,
- providing you with information about the group you are booking,
- informing you of any changes to the booking you have made
- delivering sensory story groups
- to understand your needs, and to provide you with a better service. If you have provided feedback on the service you have received, with your consent, anonymised feedback will be used for advertising purposes. This includes, but is not limited to, use on the Find Your Voice SLT website and advertising leaflets.
- for internal record keeping (e.g. surnames of clients may be included in our accounting records)
- sending information about further products and services (if you have elected to receive such marketing e-mails).

## STORAGE, SHARING AND TRANSFER OF PERSONAL INFORMATION

- Any personal information collected by us is stored and used for the purpose of delivering sensory story groups to your child.
- Your data will be stored in a secure and confidential cloud based electronic database which is accessible only by Find Your Voice SLT staff (provided by 'Google Drive'). 'Google Drive' is ISO 27001:2013 certified. ISO 27001:2013 is an internationally recognised standard for information security management.
- Unless we are required to do so by law, we will not disclose any personal information to any person other.
- We do not give or sell client details to any third parties, or employ any outside agencies that may access or process personal information as part of their work.
- In order to understand and record who is attending a sensory story group, a paper copy of children's names and dates of birth, and parent / guardian will be taken to the venue by the host and will be kept within their view at all times.
- If you make an enquiry regarding our services but do not book onto a group, correspondence and information will be retained for one month. If you book the sensory story service and elect to receive marketing emails your information will be retained for 3 years (however, see YOUR RIGHTS). If, as a result of booking the sensory story service, you express an interest in the children's speech and language therapy services provided by Find Your Voice SLT please refer to separate Privacy policy.
- When you book a class, you will be asked to pay via PayPal, we will receive your name and email address. We have a legal obligation to retain financial records for 6 years.

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- If you have consented to the recording and use of written feedback and / or digital images, this information will be stored indefinitely, however, see YOUR RIGHTS.

## OUR LAWFUL BASIS FOR PROCESSING PERSONAL INFORMATION

- Our lawful basis for the processing and storing of personal information regarding attendance at a sensory story group is that it is needed to enter into a contract and deliver a service (under article 6 of GDPR).
- Our lawful basis for processing and storing written feedback and digital images during a sensory story group is consent (under article 6 of GDPR).

## OUR RESPONSIBILITIES

- We are committed to maintaining the security and confidentiality of our client's records.
- We actively implement security measures to ensure information is safe, and review our privacy policy annually.
- We will not release 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 the most up to date data protection regulations.

## DATA BREACH

- In the unlikely event that sensitive personal information regarding a child is lost, stolen or communicated to an unintended or unauthorised person, Find Your Voice SLT will notify the child's parent/guardian as soon as possible. If it is agreed with the parent/guardian that the data breach presents a significant risk to the rights or freedoms of the child then the Information Commissioners Office (ICO) will be notified of the breach.
- The parent/guardian will be kept fully informed of the advice from the ICO.

## YOUR RIGHTS

Your personal information is owned by you. If you have any questions or issues with the way in which we are using your data you have the following rights:

- You can ask to see what data we hold on you (right of access)
- You can ask for information to be corrected
- You can ask to receive a copy of the data we hold on you (right to portability)
- You can ask us to delete any information we have about you (right to be forgotten)
- You can object to the way in which we use your information
- You can withdraw your consent at any time
- You can complain to the supervisory authority

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## HOW TO WITHDRAW CONSENT / DELETE YOUR INFORMATION

- At any time, you can withdraw consent to continue with the services we provide, or to any aspect of the storage, processing and sharing of personal information.
- If you wish to withdraw consent for any part of our service, please contact the host responsible for the child's care directly. They will remove all information we hold about you and your child.

If you have any further questions about how we use your information, please contact Hannah Chard (Data Protection Officer) at [hannah@findyourvoiceslt.co.uk](mailto:hannah@findyourvoiceslt.co.uk)

- Further information about data protection legislation is available through the Information Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk)

## COOKIES

Along with most other websites our website uses cookies. Cookies are very small text files that are stored on your computer when you visit some websites. We use cookies to help identify your computer so we can tailor your user experience.

You can disable any cookies at any time, but this may stop our website from functioning properly. This website will not share any personal information with third parties.