



# FIND YOUR VOICE

Speech and Language Therapy

## Privacy Policy for Speech and Language Therapy

### 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 @findyourvoiceslt
- 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>.

### OUR LAWFUL BASIS FOR PROCESSING PERSONAL DATA

- Our lawful basis for processing and storing personal information is one of 'legitimate interest' (under article 6 of GDPR). We cannot adequately deliver a service without processing the personal information of our clients. As it is a necessity for our service delivery and in the best interests of the client, we have a legitimate interest to process and store the 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.

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

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- 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."

## COLLECTION OF PERSONAL INFORMATION

- Information about a child we work with may be collected via telephone, website, email, written reports or face to face discussion with parents/guardians.
- With consent from parents / guardians, information may also be collected from staff in the child's education setting when the child is being seen as part of a contract with the setting.
- With parental consent, information may also be collected from other professionals working with the child (such as childminders, NHS Speech and Language Therapists, education support services, Paediatricians and other health services).
- We may also collect information about family members where this relates to the child e.g. contact details for parents and relevant medical or developmental history.

## WEBSITE

- You may use the Find Your Voice SLT 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 us to respond to your enquiry. If your enquiry does not result in further support from Find Your Voice SLT then this personal information will be deleted once your enquiry has been dealt with. If you subsequently use services provided by Find Your Voice SLT these details may be added to our records.

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- 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.

## HOW WE USE PERSONAL INFORMATION

Personal information collected by us via the Find Your Voice SLT website, email, telephone or face to face, is stored and used by us for the purpose of delivering your child's speech and language intervention.

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 or text message in relation to:
  - arranging / confirming and planning 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 necessary for your child's speech and language intervention
  - 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 (e.g. surnames of clients may be included in our accounting records)

## STORAGE AND SHARING OF PERSONAL INFORMATION

- Any personal information collected by us is stored and used for the purpose of delivering appropriate speech and language therapy services to the child.
- Any sensitive personal details are stored in a secure and confidential cloud based electronic patient database which is accessible only by Interactions SLT therapists (provided by 'Writeupp'). 'Writeupp' is ISO 27001:2013 certified. ISO 27001:2013 is an internationally recognised standard for information security management.
- Prior to being uploaded to this system, working documents are temporarily stored on a secure and confidential cloud based electronic drive (provided by 'Google Drive'). 'Google Drive' is ISO 27001:2013 certified. ISO 27001:2013 is

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# FIND YOUR VOICE

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an internationally recognised standard for information security management. This is only accessible by Find Your Voice speech and language therapists

- With parental consent, information about a child's speech and language needs may be shared with other health and education professionals involved in your child's care, when it is in the child's best interests. A record of your consent is kept within the child's electronic record.
- Unless we are required to do so by law, we will not disclose any personal information to any person other than those set out above.
- 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 written correspondence via email, client's initials rather than their full name will be used.
- Any electronic documents or reports sent by email will be sent as PDF to guard against alteration.
- Any paper based confidential information such as assessment record forms are stored for the minimum amount of time before being scanned and uploaded to the child's record on WriteUp. Once a paper document has been uploaded the original copy is either added to the child's record at school, given to the parent/guardian, or shredded and disposed of.
- In accordance with law, all records will be kept securely until the child is 25 years old or if still receiving treatment at the age of 17, until they are 26 years old. After this time all records relating to the child will be destroyed.

## TRANSFER OF INFORMATION

The nature of our work involves travel between our office base and the client's home or school. In order to provide an effective service, it is necessary that confidential information is transported between these locations. The minimum amount of confidential information necessary to deliver the service will be transported. When client 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). No personal information will be left in a vehicle overnight.

## 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.

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- 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 withdraw your consent at any time

## HOW TO WITHDRAW CONSENT

- 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 therapist responsible for the child's care directly. You will be asked to complete and sign a new record of consent. This will be added to the child's record and from that point the data will be stored, processed and shared in accordance with the updated consent information.

## HOW TO ACCESS YOUR RECORDS

A parent can access the information we hold about them or their child 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.

We will provide access to your child's records within 30 days of receipt of all necessary information.

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A copy of the record will be provided free of charge if you would like to retain a copy. Please make your request in writing to:

FAO Data Protection Officer  
Find Your Voice Speech and Language Therapy  
7 Severn Drive  
Leeds  
LS25 2BD

- 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.