

Privacy Notice

Alison Greig Speech and Language Therapy delivers independent speech and language therapy to children in their home and/or educational setting.

Collection of personal information

Information about your child will 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, NHS or Local Authority Speech and Language Therapist). I may also collect information about family members if this is relevant to your child's speech and language needs e.g. contact details for parents and medical or developmental history.

If you make an enquiry via email or phone, you are requested to provide relevant contact details, such as your name, e-mail address and telephone number to enable me to respond to your enquiry.

If your enquiry does not result in your child being seen by me this personal information will be deleted after one month. If your child is subsequently seen by me these details will be added to their personal record.

Use of personal information

Personal information collected via email, telephone calls, texts, or face to face, is stored in a secure and confidential system and is only used for the purpose of delivering your child's speech and language therapy.

With your consent, information about your child's speech and language needs may be shared with other professionals involved with your child. A record of your consent is kept within your child's notes.

Unless I am required to do so by law, I will not disclose any personal information to any person other than as set out above.

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.

How I use personal information

I 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, and texts in relation to:
 - confirming and preparing for appointments
 - general communication in between appointments
 - sending you reports and programmes for your child (always password protected)
 - copying you in on communications with other professionals involved with your child (your child's initials rather than full name will be used in emails)
 - sending you resources
 - sending you invoices and receipts
- For administration for example, for completion of tax returns. Please note names and bank details will be seen by my fully GDPR compliant accountant.

How I store personal information

All information about you, your child and their speech and language therapy is stored securely on a password protected laptop to ensure that I have a complete record of my service to you and your child. Documents which contain confidential information such as reports and programmes are also individually password protected from the outset. Any paper based confidential information such as assessments are stored securely in accordance with Data Protection Regulations.

Videos may be taken of clients with parental consent. These are temporarily stored on an encrypted and password protected tablet. These may then be viewed by me, in order to make notes in a child's record within 7 days of the child's appointment. The video is then deleted.

The minimum amount of confidential information will be taken out of my base. When your child's information is taken out of my base it will be kept with me or will be locked in the boot of my car (whichever is considered to be the most secure at that time).

In accordance with law, 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.

Meeting 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."

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.

I am registered with the Information Commissioner's Office (ICO) as a Data Controller.

Lawful basis for processing personal information

The lawful basis for processing and storing personal information is one of 'legitimate interest' (under article 6 of GDPR). I cannot adequately deliver a service to your child without processing their personal information. As it is both a necessity for service delivery and of benefit to your child, I 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.

My responsibilities

I am committed to maintaining the security and confidentiality of your child's record.

I will not release your personal details to any third party without first seeking your consent, unless this is allowed for or required by law.

I will ensure that I remain compliant with current data protection regulation.

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 I hold about your child.
- You have the right to ask for your record to be amended if you believe that it is wrong.

How to access your child's records

You can access the information I hold about your child by emailing me at alison@ag-therapy.com.

A copy of your child's records will be provided within 30 days.

If you have any further questions about how I use your information, please contact me at alison@ag-therapy.com

Updates to Privacy Notice

Please note that the privacy notice may be amended over time. The latest version will be available on my website <http://www.ag-therapy.com/privacy>