

Privacy Policy

This policy relates to any work undertaken by 'Wirral Speech Therapy' the trading name of Victoria Kenny Sole Trader.

Wirral Speech Therapy delivers independent speech and language therapy to children in the home and/or educational setting. It is run by Victoria Kenny, Speech and Language Therapist, who is registered with the Health and Care Professions Council (HCPC). Wirral Speech Therapy operates a website at www.wirralspeechtherapy.co.uk.

Collection of personal information:

Wirral Speech Therapy is committed to protecting the privacy of information provided by clients. Collection of personal information or 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, child minders, NHS Speech and Language Therapists). 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 Wirral 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. This include your name, email address and contact telephone number to enable us to respond to your enquiry. You may add comments or queries which might also contain personal information. If your form submission does not result in your child being seen by Wirral Speech Therapy, then this personal information will be deleted once your enquiry has been dealt with. If your child is subsequently seen by Wirral Speech Therapy these details may be added to their personal record. The website may contain 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.

Our use of personal information:

Personal information collected by us via the Wirral Speech Therapy website, email, telephone 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 by Wirral Speech Therapy. Those details 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:
 - confirming and preparing for appointments
 - general communication in between appointments
 - sending you reports and programmes for your child (always password protected)
 - 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)
 - sending you resources
 - sending you invoices and receipts
- For clinical audit to assess and improve our service. Results of audits are always presented with all client identities removed
- For management, supervision and administration.

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

How we store personal information:

All information about you, your child and their speech and language therapy is stored securely in our systems to ensure that we have a complete record of our service to them. We use a secure electronic cloud-based system called "WriteUpp". Writeupp acts as a data handler and has provided assurances to us as the data controller that it operates inline with General Data Protection Regulations. 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 the SLT in order to make notes in a client record within 24 hours of the child's appointment. The video is then deleted.

The minimum amount of confidential information will be taken out of the Speech and Language Therapist's office base. When your child's information is taken out of the administrative 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 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.

Collection of information via our website:

We may collect and process the following data about you:

Information you give us. You may give us information about you and your child by filling in forms on our website (www.wirralsspeechtherapy.co.uk). This includes when you submit any form, including to contact us and/or to report a problem with our site or service. The information you may give us includes your name, address, email address and phone number and personal description of your child's condition.

Information we collect about you. Each time you visit our website, we may automatically collect the following information:

- Technical information, including your internet protocol (IP) address used to connect your computer to the internet, your login information, browser type and version, time zone setting, browser plug-in types and versions, operating system and platform.
- Information about your visit, including information about the website you arrived on our website from, pages that you viewed, page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page and any phone number used to call us.

Information we receive from other sources. We may receive information about you from third-parties. These include sub-contractors in technical, payment and delivery services, advertising networks, analytics providers, search information, credit reference agencies. In most cases – with the exception of information where your identity is necessary (such as with credit agencies) – any information we receive about you is anonymised.

Uses made of the information

We use information held about you in the following ways:

- to notify you about changes to our service.
- to ensure that content from our website is presented in the most effective manner for you and your computer.

We collect technical data from the following:

- Analytics providers such as Google Analytics and Hotjar, based [inside OR outside] the EU.
- The Association of Speech Therapists in Independent Practice (ASLTIP)

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 via the HCPC’s website.

UK Data Protection Law and EU General Data Protection Regulations:

The 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. Victoria Kenny is registered with the Information Commissioner's Office (ICO) as a Data Controller. You can view her ICO registration by visiting: www.ico.org.uk.

Our lawful basis for processing personal information:

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 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.

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.

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.

How to access your child's records:

You can access the information we hold about you by emailing us at the address given below. Once we have received your application we will contact you specifically to ensure that it is you who have personally requested the information.

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 via email to:

hello@wirralspeechtherapy.co.uk

Any further questions:

If you have any further questions about how we use your information, please contact hello@wirralspeechtherapy.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.