



Speech Therapy Bedford

Privacy Policy

Who we are

Speech Therapy Bedford delivers independent speech and language therapy to children in the home and/or educational setting. It is owned and directed by Alice Gainsford, Speech and Language Therapist, who is registered with the Health and Care Professions Council (HCPC).

Speech Therapy Bedford operates a website at www.speechtherapybedford.co.uk

Speech Therapy Bedford is committed to protecting the privacy of information provided by clients.

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 Speech Therapy Bedford 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. You may add comments or queries which might also contain personal information.

If your enquiry does not result in your child being seen by Speech Therapy Bedford then this personal information will be deleted once your enquiry has been dealt with. If your child is subsequently seen by Speech Therapy Bedford these details may be added to their personal record.

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.

Our use of personal information

Personal information collected by us via the Speech Therapy Bedford website, email, telephone, face to face or in writing, is stored and used by us for the purpose of delivering your child's speech and language therapy.

Consent is gained at the beginning of the therapy process to share information about your child's speech and language needs with other professionals involved in your child's care. This information is shared on a need-to-know basis only.

For some clients, de-personalised information may be entered onto an online database called the ROOT. This database was developed by the Royal College of Speech and Language Therapists and can be used to measure a child's progress and to ensure that the service provided is of high quality. The database does not contain information such as name, address or date of birth but will contain information about your child's age, gender and reasons for receiving speech and language therapy. This database is not used for all clients.

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 monitor the quality of speech and language therapy services.
- To communicate with you via post, email, telephone and SMS in relation to:
 - confirming and preparing 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 (your child's initials rather than full name will be used in emails)
 - sending you resources
 - sending you invoices
- For management and administration, for example, names of clients are included in our password protected accounting database

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

All digital communications containing personal information are password protected. We suggest that passwords are created by you and that they are complex.

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. Reports and invoices are filed using encryption software and are stored securely on a laptop. This information is then backed up using a secure cloud based storage facility. Any paper based confidential information including case notes are stored in a locked cabinet at Alice Gainsford's home address.

Any information stored on the ROOT online database is kept safe and secure with robust IT security.

Videos or audio recordings may be taken of clients with parental consent. These are temporarily stored on a password protected tablet or phone. 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.

When your child's information is taken out of the Speech Therapy Bedford office base it will be transported in a padlocked bag.

In accordance with guidance from the Royal College of Speech and Language Therapy, records will be kept securely until your child is 25 years old. After this time records relating to your child will be destroyed.

Financial data is kept for 6 years to adhere to guidelines in Section 886 of the Direct Tax Act.

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.

Alice Gainsford is registered with the Information Commissioner's Office (ICO) as a Data Controller.

Our lawful basis for processing, sharing and storing personal information

Our lawful basis for processing, sharing and storing personal information is one of 'legal obligation' (under article 6 of GDPR).

Speech and Language Therapists must adhere to professional standards of proficiency set out by our regulatory body, the HCPC (Health and Care Professions Council). This organisation was set up to regulate health care professions in 2002 in accordance with the Health Professions Order 2001, which was made under section 16 of the Health Act 1999.

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.”

Under the lawful basis of ‘legal obligation’, data subjects do not have the right to object to the processing and storing of their information. Nor do they have the right to portability or erasure of this information.

Data relating to an individual’s health is classified as ‘Special Category Data’ under section 9 of the GDPR. The condition for processing this data is condition 9: ‘necessary for the purposes of [...] the provision of health [...] treatment’.

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.

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 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 fixed administration fee of £10 will apply.

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:

Subject Access Requests, Speech Therapy Bedford, 54 Grenidge Way, Oakley, Bedford, MK43 7SF

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