



# Zoe Jordan

## Speech and Language Therapy

### Privacy Policy

#### Who we are:

Zoe Jordan is a Specialist Speech and Language Therapist, independently practising as **Zoe Jordan Speech and Language Therapy**.

Zoe Jordan Speech and Language Therapy operates a website at [www.zoejordanslt.co.uk](http://www.zoejordanslt.co.uk)

Zoe Jordan Speech and Language Therapy 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, NHS Speech and Language Therapists, Cleft Speech and Language Therapists, ENT surgeons, Cleft Surgeons etc.). 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 Zoe Jordan Speech and Language 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, 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 Zoe Jordan Speech and Language Therapy, then this personal information will be deleted once your enquiry has been dealt with. If your child is subsequently seen by Zoe Jordan Speech and Language Therapy, these details may be added to their personal record.

The website contains links to other Internet sites which are outside of 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 Zoe Jordan Speech and Language 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 Zoe Jordan Speech and Language Therapy and 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.



# Zoe Jordan

## Speech and Language Therapy

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, WhatsApp, mobile messages and SMS in relation to:
  - confirming and preparing for appointments
  - general communication in between appointments
  - sending you outcome reports and intervention programmes for your child
  - copying you in to communications with other professionals involved with your child, (your child's first name or their initials rather than their 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 and administration, for example first name of and initial of surname are included in our password protected database.

Whenever personal identifiers are not needed for these tasks, where 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 are 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" which is compliant with General Data Protection Regulations, (GDPR). Prior to being uploaded to this system documents are temporarily stored on a password protected IronKey USB stick which is only accessible via a password held by Zoe Jordan. Once uploaded to the WriteUpp system, files are erased from the password protected USB. 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 iPhone. 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. Videos can be sent to us by a secure method of your choosing. The videos will be deleted once they have been viewed and no copies are retained.

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 office base it will be kept



# Zoe Jordan

## Speech and Language Therapy

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.

### **Our lawful basis for processing personal information:**

We process and store personal information to comply with our legal 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.

For further information the full document can be found at: [sits---new-standards.pdf \(hcpc-uk.org\)](https://www.hcpc-uk.org/sits---new-standards.pdf)

### **The Data Protection Act 2018 and General Data Protection Regulations 2018:**

The Data Protection Act 2018 and The General Data Protection Regulations 2018 lay 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.

Zoe Jordan 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/ESDWebPages/Entry/ZB490675](https://www.ico.org.uk/ESDWebPages/Entry/ZB490675)

### **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.

In event of the death or incapacity of Zoe Jordan, two trusted and experienced SLTs will be appointed as clinical executors to inform clients and would therefore have access to client data to carry out this role.

In the event of Zoe Jordan going unexpectedly missing during a working day, her next of kin would gain access to her diary including client names and addresses in order to locate her and be reassured of her safety.



# Zoe Jordan

## Speech and Language Therapy

### 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 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 in writing to:

*Subject Access Requests  
Zoe Jordan Speech and Language Therapy  
13 Hangmans Lane  
Welwyn  
AL6 0TJ*

If you have any further questions about how we use your information, please contact [zoejordanslt@gmail.com](mailto:zoejordanslt@gmail.com).

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.