



Privacy Policy

The Chatterbox East Privacy Policy should be read in conjunction with the Chatterbox East Terms and Conditions. This document sets out how and why personal information is collected and used and importantly how it is protected.

What is Chatterbox East?

Your information is being collected by Chatterbox East, an independent speech and language therapy service, with speech and language therapy provision delivered by Carolyn Howard and Hannah Brown. Chatterbox East runs a website www.chatterbox-east.co.uk. All references to 'we', 'our' and 'therapist' throughout this notice pertain to Carolyn Howard and Hannah Brown on behalf of Chatterbox East.

Who is responsible for your data?

Chatterbox East holds personal data as part of conducting a professional service. We control and process all personal information collected for Chatterbox East. We are registered with the Information Commissioners Office (ICO) as Data Controllers. You can review our ICO registrations by visiting www.ico.co.uk.

What kind of personal information will Chatterbox East collect and how will it be collected?

Information is collected from parents and, with parent permission, information will be collected from professionals and other people known to the child. Personal information will be collected by written and spoken forms of communication (for example, face to face discussions, phone calls, emails and website enquiries). Only information that is relevant and required to provide speech and language therapy services will be collected.

The list below provides some examples of personal information that may be collected:

- The child's name, age, date of birth, home address, medical history, education details, speech and language history, milestones, ethnicity.
- Parent or carer names, phone number, email address, home address, details of any speech, language or learning difficulties.
- Family structure details (for example, details about who lives at home with the child).

Why and how Chatterbox East uses your personal data

Personal information is collected in order to:

- Provide an individualised speech and language therapy service.
- Communicate with parents regarding therapy services.
- Communicate with professionals and other people known to the child. In the interests of holistic therapy, we may wish to share personal information with other healthcare professionals, education professionals or other family members. This will only be done with written consent provided by you the parent/carer.
- Maintain complete records of therapeutic input in the form of session notes, assessment data and reports. The clinical notes database *Write Upp* is used to manage and store relevant client information.
- Generate and send invoices using accounting software. Our accounting software receives the name of the person paying for services, their home address, email



address and details about the service provided. This information will be used to create and send invoices.

- Complete audits.

If necessary personal data may also be disclosed to the following:

- Chatterbox agents and service providers where necessary (e.g. accounting services).
- Law enforcement and regulatory agencies in connection with any investigation to help prevent unlawful activity or as otherwise required by law.
- Others, where you have specifically agreed when we collected your information.
- We have a professional duty to inform Social Care Services and/or the police if abuse is suspected or if we are told something of concern. We will inform you before doing so providing that in our opinion to do so does not put you or your child at further risk.

Keeping your data secure

Appropriate technical and organisational measures will be implemented to protect your personal data. These include:

- Any paper files are stored in lockable filing cabinets. If information is taken out of the cabinet it will be kept with the therapist or in a locked location. At the end of an episode of treatment (when a child has been discharged) all paper-based information will be scanned and kept as electronic documents. Paper based information will then be destroyed by shredding.
- Electronic data may be stored on a password-protected laptop, tablet, or password-protected email.
- Video and audio recordings will be stored on a password protected tablet/laptop and then deleted after use.
- Personal data access is limited to Carolyn Howard and Hannah Brown.
- All reasonable efforts are made to safeguard your personal data however you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security of any personal data transferred from you or to you via the internet.
- If you enter into communication with your therapist via text message or other messaging services, you consent to data being saved on your therapist's password-protected mobile device.
- Data will not be transferred outside of the European Economic Area (EEA)

Retention of data

Treatment data (otherwise referred to as case notes or clinical notes) relating to your child will be retained until the child's 25th birthday or in the case of a child who is age 17 at the conclusion of treatment, until the child's 26th birthday. This is in accordance with guidelines set out by the Royal College of Speech and Language Therapists.

Information gathered through telephone or website enquiry will be retained until the enquiry is complete. If you choose to work with Chatterbox East then information will be transferred to your child's case notes, otherwise information will be destroyed.



Emails are kept for approximately three months. After this time emails will be copied and stored on *Write Upp* as part of the child's case notes or they will be destroyed.

Your rights

You have the right to request access to your personal data held by Chatterbox East. To do this you are required to put your request in writing specifying the personal data you wish to access. Requests of this type will be responded to within 1 month of receipt of request.

You have the right to request correction of any information you deem inaccurate. To do this you are required to put your request in writing specifying the information that is incorrect and how it should be amended. Requests of this type will be responded to within 1 month of receipt of request.

You have the right to request information is erased if it is no longer relevant. However, if there are legal grounds for information to be kept then we must abide by this. Data contained in treatment notes must be kept in its entirety for the duration of treatment and until the post-treatment retention period is complete. To request erasure of some or all of your data, please put your request in writing. Requests of this nature will be responded to within 1 month of receipt of request.

You have the right to make a complaint if you are concerned about the way in which we process your information. In the first instance please do contact your therapist to discuss your complaint or concerns. If your complaint is not resolved to your satisfaction, you can lodge a complaint with the Information Commissioners Office (ICO). Carolyn Howard's reference number is ZA464455 and Hannah Brown's reference number is ZB254962. The ICO can be contacted on 0303 123 1113.

Privacy policy updates

We may make changes to the Chatterbox East privacy policy from time to time. The most up to date version will be published on the Chatterbox East website www.chatterbox-east.co.uk