



Privacy Notice

Information for Parents and Guardians

A Time to Talk... provides independent speech and language therapy services to educational settings in the west of Leicestershire. It is owned and run by Kate Goodhew, Speech and Language Therapist.

A Time to Talk... is committed to protecting privacy and keeping personal information secure.

Data Controller: **Kate Goodhew**
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Why do we need personal information?

The best care

We need information about you and your child/young person to provide you with the best speech and language therapy service we can. We use it to:

- Work out what difficulties your child is having and why.
- Plan and provide the right speech and language support for your child.
- Monitor your child's progress.
- Work with other relevant professionals to support your child as much as possible (e.g. teachers, educational psychologists etc).
- Keep track of decisions we make, why we made them and who we made them with.
- Keep in touch with you.

Lawful basis (The technical bit)

In line with the General Data Protection Regulations, we must identify a specific lawful basis (reason) for using personal information. Our lawful basis is one of 'legitimate interest'. To provide a personal speech and language therapy service to any individual it is necessary to use personal information. We have a legitimate interest to use personal information, in the best interests of the child or young person, in order to be able to provide the service required.

Speech and language therapists provide healthcare (e.g. diagnosis and treatment) so some of the information we keep is about your child's health. This is called *special category data* because it is extra sensitive. The use of this information is necessary for speech and language therapists (as health professionals) to provide speech and language therapy treatment. We have an obligation of professional secrecy as registered members of the Health and Care Professions Council.

It is a legal requirement for all practicing Speech and Language Therapists (SLTs) to be registered with the Health and Care Professions Council (HCPC). This is the organisation that regulates us. We must follow their standards to stay registered. This includes making sure we keep all personal information safe.

What information do we need?

We will collect the following information over time:

- Individual information about the child who will be receiving speech and language therapy and their family:
(Contact details, date of birth, developmental milestones, medical details, family relationships, educational progress).
- Clinical information:
(Assessment and progress details, information and reports from other professionals, observations, e.g. what we see and think about behaviour or communication).

- Contact information for other relevant professionals involved with your child (e.g. teachers, health visitors, doctors, educational psychologists).
- Some of this information is special category data (see "lawful Basis", above).

This information is kept as written or electronic records. Sometimes we need to make audio or video recordings (e.g. some language tests record the child's answers; some therapy is video-based).

Where do we get your information from?

We will ask you for the information we need to deliver good quality speech and language therapy for your child, as well as collect information when we watch and work with your child. We will also ask you who else is involved with your child, such as teachers, doctors and NHS therapists. We will talk to them about your child and ask for a copy of relevant reports. If we learn about someone else who could give us some useful information, we will discuss this with you before we contact them.

Who will we share it with?

We will share information about you and your child with other professionals you (or your school/early years setting) tell us about. We will only talk about information that is relevant to your child's speech and language therapy. We will share appropriate information with NHS Test and Trace if requested.

We will also share your and your child's personal information with other professionals with safeguarding responsibilities if we have concerns about your safety and/or the safety of your child.

Where do we keep personal information?

We keep personal information about you and your child in the following ways: 1. In a secure cloud-based system called "Writeupp"; 2. In password protected electronic documents; 3. Stored in a locked cabinet (ongoing assessment forms); 4. Microsoft Outlook (email address); 5. Electronic audio/video files are stored on a password protected, dedicated business laptop (only as long as required for assessment/therapy). We store and share all information as securely as possible to maintain your confidentiality. Written reports are sent and received electronically using encrypted email systems (Proofpoint, Egress) or by post. The video-conferencing platform "Zoom" is used for teletherapy (online therapy) and some meetings. Personal data is not stored on Zoom but audio/video-recordings may be made in this platform, with permission, and are automatically saved as files, stored as stated above. Additional platforms agreed/requested by parents/guardians may be used occasionally for communication or transferring data (e.g. What's App, Dropbox). Data in such platforms will be deleted or transferred for storage (as 1, 2 or 5 above) as soon as practical.

How long do we keep it for?

We will keep personal information about you and your child until your child is 25 years old, or 26 years if he or she was 17 years old when we stopped therapy. After this, the information will be destroyed securely. This is in line with guidelines from the Information Governance Alliance.

Your rights

- You can ask us for a copy of your child's personal information. This is called a subject access request. We must respond within 1 month to any requests.
- You can ask for your child's record to be amended if you believe that it is wrong.
- In some circumstances, you can ask for data to be deleted.
- In some circumstances, you can ask to restrict our use of data.
- In some circumstances, you can object to us using your data.
- You will be able to see subsequent versions of this privacy notice at www.a-time-to-talk.co.uk

Complaints

Please raise any concerns regarding record keeping, data processing and data security directly with the Data Controller (see page 1) in the first instance. If it is not possible to resolve a concern directly, then please contact the Information Commissioner's Office (ICO):

Online reporting: <https://ico.org.uk/concerns/>

Telephone: 0303 123 1113