

Jutta Kuhles
Independent Speech and Language Therapist



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Privacy Policy

I am an independent Speech and Language Therapist, who delivers speech and language therapy to children and teenagers in the home and/or educational setting. I am registered with the Health and Care Professions Council (HCPC), and am a member of the Royal College of Speech and Language Therapists (RCSLT) and the Association of Speech and Language Therapists in Independent Practice (ASLTIP). I am 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, Specialist Teaching and Learning Services).

I 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.

My use of personal information

Personal information collected by me via email, telephone or face to face, is stored and used for the purpose of delivering your child's speech and language therapy. Any sensitive personal details are stored on GDPR compliant encrypted cloud storage 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.

If you do not consent to allow me to share information with other agencies/professionals involved in your child's care it may affect the quality of care you receive from me or the other professionals involved with your child's care.

Even if you do not consent to us sharing information about you/your child there are exceptional circumstances which may override your wishes for information not to be shared (e.g. Safeguarding – if we feel there is a Safeguarding concern about one of our clients, we are obliged to share our concerns with the relevant agencies)

We do not employ agents to process personal data, for example specialist mailing companies to send out communications and no client data is stored outside the UK or EEA.

Unless I am required to do so by law, I will not disclose any personal information collected to any person other than as set out above. I do not employ agents to process personal data, for example specialist mailing companies to send out communications. I do not give or sell client details to any third parties.

How I use personal information

I use this information:

- To carry out assessments and compile reports
- 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 my service. Results of audits are always presented with all client identities removed

Whenever personal identifiers are not needed for these tasks, and where possible, I remove them from the information I use.

How I store personal information

All information about you, your child and their speech and language therapy is securely stored on GDPR compliant encrypted cloud storage to ensure that I have a complete record of my service to them. For electronic communications a GDPR compliant program will be used for end-to-end encrypted emails. 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. In accordance with the Royal College of Speech and Language Therapists (RCSLT) guidelines, all children's records will be kept securely up until their 25th birthday, or, until their 26th birthday if 17 at conclusion of their treatment. After this time all records relating to children will be destroyed.

Use of recordings

Some assessment and therapy techniques involve the use of audio or visual recordings to observe your child playing/interacting with you or their important adult support workers. Notes will be made based on the session and I will sometimes rely on playback of the recording to assist with accurate note taking.

Recordings may be temporarily stored in the encrypted cloud storage. Once the recording has been used as needed in therapy and for note taking purposes (no more than 72 hours after the session) it will be deleted. No copies of these recordings are retained.

In some cases, it may be beneficial to store audio or visual recordings long-term to provide comparison or evidence of progress for the parent and/or child. Explicit consent for this will be sought and all recordings will be deleted upon completion of therapy or end of service agreement. It may be beneficial to share recordings with other health care professionals or speech and language therapist for further analysis, but separate and specific consent will always be sought prior to this.

Meeting my 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 I process and share information.

The HCPC standards of practice states:

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 at:

<http://www.hcpcuk.org/assets/documents/10004EDFStandardssofconduct,performanceandethics.pdf>

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.

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). I cannot adequately deliver a service to your child without processing their personal information. As it is both a necessity for my 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.

My responsibilities

I am committed to maintaining the security and confidentiality of your child’s record. I actively implement security measures to ensure their information is safe, and audit these regularly. I 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 I hold about you by writing to me at the address given below.

Please apply in writing rather than by email, so that I receive an original signature to compare against the records I hold. A copy of your child's records is provided free of charge. I will provide access to your child's records within 30 days of receipt of all necessary information.

Please make your request in writing to: Jutta Kuhles, 12 Tovil Road, Maidstone, Kent ME15 6QJ

If you have any further questions about how I use your information, please contact

jutta.kuhles@outlook.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