Petals Therapy
PRIVACY POLICY

This privacy information forms part of the Petals Therapy consent process and explains how we collect, use and protect any personal information you provide.

Petals Therapy is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using our services, you can be assured that it will only be used in accordance with this privacy statement.

Why we collect your data:
We collect your personal data because you give us consent to do so, and because it is necessary in order for us to provide our specialist therapy services.

We may also process data where it is required under:

* Legitimate interests – such as responding to enquiries
* Legal obligations – including safeguarding responsibilities and mandatory clinical record keeping
* Provision of health or social care – as part of delivering occupational therapy services

Some of the information we hold is classified as special category data (such as health information). We process this only when necessary and with appropriate safeguards in place.

What we collect:
We may collect the following information:

* Personal details of the client and their Parent/Guardian (Name, DOB, contact details);
* Medical, developmental and lifestyle information, through conversation, observation and questionnaires;
* Further clinical information in relation to reports from other health professionals.
* Relevant information from education settings or services such as school reports, Education & Health Care Plans.
* Transcribed information from telephone calls, online meetings, assessment or therapy sessions where an AI-assisted clinical documentation tool is used.

How we collect and use information at different stages of contact:
Most of the personal information we process is provided to us directly by you (parent or guardian). We may also receive personal information indirectly, from other sources such as school, local authorities and health care professionals.

1. Website or Email Enquiry
We may collect your name, contact details and a brief summary of your enquiry. No clinical record is created at this stage.

2. Initial Telephone Consultation
When an initial telephone consultation is booked, a clinical record is created for the child so that information discussed during the consultation can be recorded and stored securely.

During the consultation, we may collect relevant background, developmental and clinical information to help determine whether our service is appropriate and which assessment or intervention pathway may best meet the child's needs. We may also collect address details where required to provide an accurate travel fee quotation.

If you do not proceed with services following the consultation, the information will be retained in accordance with our data retention arrangements.

3. When You Agree to Assessment or Intervention

Once you choose to proceed, we may collect further personal details, parent/guardian details, medical and developmental history, reports, assessment information and clinical observations. This forms part of the child's existing clinical record.

4. Ongoing Therapy

We record session notes, progress information, relevant communications with parents/carers, schools and other professionals, and updated reports as appropriate.

5. Ending Therapy

Clinical records are securely archived and retained in accordance with our data retention requirements.

Use of AI-assisted clinical documentation

Petals Therapy may use *Heidi Health*, or a similar secure AI-assisted clinical documentation tool, to support clinical note-taking and documentation. These tools may be used during telephone or video calls, assessments, therapy sessions and other clinical discussions.

Petals Therapy follows a data-minimisation approach when using these systems. We do not routinely enter client identifiers such as full names, dates of birth, addresses or contact details into the AI-assisted documentation system. However, personal or health information may be discussed naturally during a consultation and may therefore be temporarily processed as part of the transcription process.

Where real-time transcription is used, the conversation is processed to produce a transcript and/or draft clinical documentation. Audio is not retained as an audio recording.

AI-assisted documentation is used to support the therapist and does not replace professional clinical judgement. Clinical documentation generated using these tools is reviewed by the treating therapist before being incorporated into the client's clinical record.

You will be informed when an AI-assisted clinical documentation tool is being used during a consultation or therapy session and may decline its use without this affecting the therapy service provided.

School-based services: universal, targeted and specialist support:

Universal Support

Universal support includes whole-class strategies, staff training and environmental recommendations. This support is not client-specific. No individual notes or identifiable information are stored.

Targeted or Specialist Support

Where a child receives targeted or specialist therapy or where clinical notes are required, a formal consent form will be issued to parents/guardians before any assessment or intervention. Information is collected and stored in accordance with this privacy policy.

How we store your information:

We use secure electronic systems, password protection and restricted access to ensure your data is protected. Only authorised individuals involved in your care can access identifiable information.

We may use carefully selected third-party service providers to securely process or store information on our behalf, including practice management, communication and AI-assisted clinical documentation systems. Where third-party providers process personal information on our behalf, appropriate data protection and security arrangements are required.

What we do with the information we gather:

We require this information for the purpose of:

* Communicating with you regarding your assessment and/or intervention;
* Professional clinical record keeping of patient information;
* Creating fully informed reports and/or intervention plans for you;
* Sharing information with relevant health and education professionals.

Security:

We are committed to ensuring that your information is secure. To prevent unauthorised access or disclosure, we have put in place highly secure electronic systems and managerial procedures to safeguard and secure the information we collect.

Controlling your personal information:

We will only share or permit access to personal information where there is an appropriate reason and lawful basis to do so. This may include:

* With your consent, where consent is required;
* With professionals directly involved in your child's care or education, where appropriate;
* With trusted service providers acting on our behalf, where necessary to provide and administer our services;
* Where we are legally required to disclose information, including safeguarding concerns, serious risk of harm or court orders.

Third-party service providers acting on our behalf are only permitted to process information for the agreed purpose and are required to protect personal information appropriately. We do not sell personal information to third parties.

You may request details of personal information which we hold about you under the General Data Protection Regulation (GDPR). If you would like a copy of the information held on you, please contact:

* Hayley Morley, Data Controller, via email: hayley@petalstherapy.co.uk.

If you believe that any information we are holding on you is incorrect or incomplete, please email or write to us as soon as possible at the above address. We will promptly correct any information found to be incorrect where clinically relevant.

Data Retention:

We will retain your personal data for 7 years after you stop using our services, or 7 years after the age of 18 for a child, unless there is justification for us to retain it for a longer period.

Your data protection rights:

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

How you can withdraw consent and request to be deleted from our files:

If you do not wish us to make use of your Personal Information in this way, please contact Hayley Morley via email at hayley@petalstherapy.co.uk. You have the right to withdraw consent. Please note that your right to be forgotten cannot override the legal requirements to keep medical notes for the mandatory periods.

Concerns or complaints:

You may raise concerns with the Information Commissioner's Office (ICO):

* Website: https://ico.org.uk
* Helpline: 0303 123 1113