

# Privacy Policy

Melanie McNair  
Speech and Language Therapist



Anchor  
Speech Therapy

This privacy policy explains how we look after your and your child's personal information, and your rights under data protection law.

Please contact us if you have any questions about how we use your information on [anchorspeechtherapyuk@gmail.com](mailto:anchorspeechtherapyuk@gmail.com)

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## 1. **Who we are**

Anchor Speech Therapy delivers independent speech, language and communication assessment and therapy to children in the home and/or educational setting. It is owned by Melanie McNair, Speech and Language Therapist, who is registered with the Health and Care Professions Council (HCPC) and a member of the Royal College of Speech and Language Therapists (RCSLT). Anchor Speech Therapy is committed to protecting the privacy of information provided by its clients.

## **2. Information we collect, use, and why**

Anchor Speech Therapy holds personal data as part of conducting a professional service. We only collect information that is necessary to provide safe and effective speech and language therapy.

**We collect or use the following information to provide patient care, services and other goods:**

- **Healthcare Records**

This refers to all information collected, processed and held within a client's record, on both electronic and manual records relating to the client and their care. A broad range of information may be gathered in order to deliver a high quality service.

Data collected may include:

- Contact details: Names, addresses, email addresses and telephone numbers
- Personal details: Date of birth, NHS number, NOK
- Other contacts: GP or other healthcare professionals involved in care.
- Pre and post natal history: relevant information relating to mother's pregnancy and child's birth.
- Developmental history: information on developmental milestones, feeding and audiology.
- Medical information: information on medical conditions, illnesses or relevant family medical history.
- Records from other health professionals: including Audiology, Paediatrics, Occupational Therapy, Physiotherapy.

- **Educational Records**

Information on Education and Health Care Plans, Individualised Educational Plans, school reports and school progress notes may be held.

- **Clinical Records**

Information relating to communication skills may be collected and held, including assessment forms, results, reports, case notes, e-mails, text messages and language and/or transcribed speech samples. Audio and video files may also be collected and stored with specific consent from the client.

- **General Administrative Records**

Information on attendance and accident report forms may be held.

- **Financial Records**

A record of all financial information relating to the practice will be held, including invoices and receipts. Information on card payments, bank details, receipts, invoices may be held, including the name of bill payers, client name and their address.

- **Website**

If you wish to make an enquiry via the Anchor Speech Therapy website's online submission form, you are requested to provide 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 you or your child being seen by Anchor Speech Therapy then this personal information will be deleted once your enquiry has been dealt with. If your child is subsequently seen by Anchor Speech Therapy, these details will be added to their record.

**We collect or use the following personal information for information updates, marketing or market research purposes:**

Information including names, contact details and marketing preferences are only held with express consent of the client.

### **3. Lawful bases and data protection rights**

Under UK data protection law, we must have a "lawful basis" for collecting and using your personal information.

**Our lawful basis for processing and storing personal information is one of 'legitimate interest' under section 6 of the General Data Protection Regulations (GDPR). We cannot adequately deliver a service to you or your child without processing personal information. As it is both a necessity for our service delivery and of benefit to you or your child, we have a legitimate interest to process and store this 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.

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, specifically:

- 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."*

**In short, we collect and store information because we cannot safely provide speech and language therapy without it, and because we are legally and professionally required to keep accurate records.**

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

**Our lawful basis for collecting or using personal information for information updates, marketing or market research purposes is Consent:**

We have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

To make a data protection rights request, please contact us using the contact details at the bottom of this privacy notice.

#### **4. Where we get personal information from**

- Parents or guardians of clients who are under 16 years old. This may be in spoken or written form, such as completion of a case history form before the initial session or a case history discussion during an assessment session.
- Health and care providers involved in the client's care - such as GPs, Paediatricians, Audiologists.
- Schools or other education organisations involved with the client.

#### **5. How we use your information**

Personal information collected by Anchor Speech Therapy via our website, email, telephone or face-to-face, is stored and used by us for the purpose of delivering your child's speech and language intervention.

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 or text message in relation to: arranging / confirming and planning for appointments
  - *general communication in between appointments*
  - *sending you reports and programmes for your child*
  - *copying you in to communications with other professionals involved with your child*
  - *sending you resources necessary for your child's speech and language intervention*
  - *sending you invoices*
- For management and administration, for example names and addresses of clients are included in our secure accounting database

Any sensitive personal details are stored in a secure and confidential system and processed in confidence by Anchor Speech Therapy and shall only be used for the purposes of delivering appropriate speech and language therapy services to you or your child.

## **6. Who we share information with**

With your consent, information about your child's speech and language needs will be shared with other professionals involved in you or your child's care, when it is in your child's best interests. A record of your consent is kept within your child's record.

Other professionals may include:

- GPs
- Paediatricians
- Allied Health Professionals
- School or Preschool staff

Unless we are required to do so by law, or for safeguarding purposes, we will not disclose any personal information collected to any person other than as set out above.

With your consent we may share information such as appointment dates and times and reports via email. Any email containing sensitive personal data, either in the body of the email will be password protected.

Anchor Speech Therapy may also be required to share Financial data with an accountant or bookkeeper in order to comply with local tax laws.

We do not employ agents to process personal data.

We do not give or sell client details to any third parties.

## **7. How we store your information**

All information about you, your child and their speech and language therapy is stored securely in our systems to ensure that we have a complete record of our service to them.

We use a secure electronic encrypted memory stick, which is only accessible via a password held by Melanie McNair, Speech and Language Therapist; or on an encrypted and password protected cloud based platform that is UK/EU GDPR-compliant.

Any paper based confidential information such as assessment record forms are stored securely in accordance with the Information Commissioner's Office (ICO) data protection regulations before being scanned and uploaded to your or your child's folders on the secure cloud based platform.

Voice recordings and videos may be taken of clients with parental consent. These are temporarily stored on the encrypted cloud based platform.

These may then be viewed by the Speech and Language Therapist in order to make notes in a client record within 48 hours of your or your child's appointment. The video is then permanently deleted. With parental consent, videos of clients' speech and language intervention may be used for training purposes. These videos are temporarily stored on the encrypted cloud based platform which is UK/EU GDPR-compliant and deleted immediately after completion of the training for which they were used.

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 with the Speech and Language Therapist or will be locked in the boot of the Speech and Language Therapist's car only when necessary (whichever option is deemed to be the most secure at that time).

In accordance with law, all clinical records will be kept securely until your child is 25 years old or if still receiving treatment at the age of 17, until they are 26 years old. After this time all records relating to your child will be destroyed.

Financial records, both physical and electronic, are held for 6 years to adhere to Revenue guidelines.

If under investigation or if litigation is likely, files must be held in original form indefinitely, otherwise files are held for the minimum periods set out above.

In the unlikely event of a data breach, we will follow legal requirements to notify affected individuals and the Information Commissioner's Office where required.

We do not transfer personal data outside the UK.

For more information on how long we store your personal information or the criteria we use to determine this please contact us using the details provided below.

## **8. How and when consent is obtained**

A consent form will need to be signed by the client prior to commencing the service. Copies of the signed consent forms will be given to both parties. Should a client wish to withdraw their consent for data to be processed, they can do so by contacting Anchor Speech Therapy.

## **9. How we protect your data**

### **Data Protection Regulations 2018**

The General Data Protection Regulations (GDPR) 2018 govern protection, processing and movement of data and the legal rights of individuals to control information about themselves.

GDPR seeks to give people more control over how organisations use their data. It enforces significant penalties for organisations that fail to comply. Melanie McNair, Speech and Language Therapist with Anchor Speech Therapy is registered with the Information Commissioner's Office (ICO) as a Data Controller.

## **10. Our responsibilities**

Anchor Speech Therapy is committed to maintaining the security and confidentiality of you or your child's personal information. We actively implement security measures to ensure their information is safe, and review these measures annually.

We are constantly working to ensure compliance with current data protection regulation.

We will not release your personal details to any third party without first seeking your consent, unless this is required by law.

## **11. Your rights**

GDPR gives parents the following rights:

- The right to a copy of the information we hold about you or your child
- The right to ask for you or your child's record to be amended if you believe that it is wrong.
- Erasure (in some circumstances)
- Restriction of processing

- Data portability
- Object to processing
- Lodge a complaint with the ICO

Some of these rights apply only in certain circumstances, depending on the lawful basis for processing your data.

*You have the right to make a complaint to the Information Commissioner's Office (ICO) if you are unhappy with how we handle your data.*

## **12. How to access your child's record**

You can access the information we hold about you or your child by writing to us at the address below. We may ask for proof of identity before releasing records, to ensure information is disclosed securely.

We will provide access to your child's records within 30 days of receipt of all necessary information. Please make your request via email to [anchorspeechtherapyuk@gmail.com](mailto:anchorspeechtherapyuk@gmail.com).

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

Further information about data protection legislation is available through the Information Commissioner's Office [www.ico.org.uk](http://www.ico.org.uk).

## **13. Cookies**

Along with most other websites our website uses cookies.

Cookies are very small text files that are stored on your computer when you visit some websites. We use cookies to help our website function properly and improve user experience.

You can disable any cookies at any time, but this may stop our website from functioning properly. This website will not share any personal information with third parties.

## **14. Contact details**

Melanie McNair, Speech and Language Therapist

Anchor Speech Therapy

[anchorspeechtherapyuk@gmail.com](mailto:anchorspeechtherapyuk@gmail.com)

