

Privacy Policy

- talking2gether is run by Sarah Kelly, a Speech and Language Therapist who is registered with the Health and Care Professions Council (HCPC)
- Sarah delivers independent Speech and Language Therapy to children in their own home or educational setting.
- Sarah operates a website at www.talking2gether.co.uk
- Sarah is 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 educational or medical professionals. Sarah may also collect information about family members where this relates to your child eg. contact information and relevant medical history.

You may use talking2gether website without providing any personal information. However, if you wish to make an enquiry via the website, you are requested to provide relevant contact details to enable Sarah to respond.

If your enquiry does not result in your child being seen by Sarah at talking2gether Speech and Language Therapy then this personal information will be deleted.

The website contains links to other internet sites which are outside our control and are not covered by this privacy policy. Sarah is not therefore responsible for any data which you provide through any linked sites.

Use of Personal Information

Personal information collected by Sarah via the talking2gether website, email, telephone or face to face is stored and used by us for the purpose of delivering your child's speech and language therapy.

Any sensitive personal details are stored in a secure and confidential system and processed in confidence by Sarah. These details will 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 in your child's care. A record of your consent will be kept with your child's case notes.

Unless required to do so by law, Sarah will not disclose any personal information collected to any other person other than as set out above.

Sarah does not employ agents to process personal data eg. mailing companies.

Sarah does not give or sell client details to any third parties.

Information is used:

- *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 between appointments*
 - *sending reports and resources / programmes for your child*
 - *copying you in on communications with other professionals*
 - *sending invoices and receipts*
- *to provide information for clinical audit in order to improve services (client identities will always be removed)*
- *for management and administration*

How personal information is stored

All information about you, your child and their speech and language therapy is stored securely on Sarah's systems to ensure that she has a complete record of her service to them. Sarah uses an electronic 'cloud based' system called My Therapy Tracker which is compliant with GDPR and data protection regulations. All information stored is password protected. Any paper documentation is also stored securely in accordance with data protection regulations.

Sarah will take the minimum amount of confidential information out of the office. When it is taken out of the office, it will be kept with Sarah or in the locked boot of the car.

In accordance with the law, all records will be kept securely until your child is 25 years old. After this time, all records relating to your child will be destroyed.

Meeting 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 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”.

UK Data Protection Law and EU General Data Protection Regulations

Sarah Kelly is registered with the Information Commissioner’s Office (ICO) as a Data Controller. You can view this registration at www.ico.org.uk/register. Her registration number is ZA265898

Lawful Basis for Processing Personal Information

Sarah’s lawful basis for processing and storing personal information is one of ‘*legitimate interest*’. Sarah cannot adequately deliver a service to your child without processing their personal information. As it is both a necessity for service delivery and of benefit to your child, she has 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.

Sarah’s Responsibilities at Talking2gether

Sarah is committed to maintaining the security and confidentiality of your child’s record. She actively implements security measures to ensure their information is safe and audits these regularly.

Sarah will not release your personal details to any third party without first seeking your consent, unless this is allowed for or requested by law.

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

Sarah uses My Therapy Tracker to securely manage your child's records. This cloud based system also supports best practice in collaborative intervention. The unique Client View feature allows you to largely exercise your rights to access at any time. By using the login information provided by Sarah, you can view your child's personal data, client notes, reports, targets and other information.

You are also able to access the information Sarah stores by writing to her at the address below. Please apply in writing so that you can give an original signature.

Sarah is obliged to provide access to your child's records within 30 days free of charge.

talking2gether Speech and Language Therapy
41 Meadow Drive
Lindfield
West Sussex
RH16 2RS

Please feel free to talk to Sarah if you have any further questions or concerns about how she stores and processes data.

For further information about data protection legislation and your rights you can visit www.ico.org.uk