



# Speech House Ltd Privacy Policy

## **Who we are**

Speech House Ltd is registered with Wiston House no. 08267389. Registered office: Wiston House, 1 Wiston Avenue, Worthing BN14 7QL. Speech House Ltd delivers independent speech and language therapy to children and adults in the home and/or educational setting and/or at Speech House, 98 Broadwater Street West, Worthing, BN14 9DF. It is owned and directed by Lucy Magrin, Speech and Language Therapist, who is registered with the Health and Care Professions Council (HCPC).

Speech House Ltd operates a website at [www.speech-house.co.uk](http://www.speech-house.co.uk)

Speech House Ltd is committed to protecting the privacy of information provided by clients.

## **Collection of personal information**

Information about you or 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). We 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. You may use the Speech House 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, such as your name, contact telephone number and email address 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 your child being seen by Speech House Ltd then this personal information will be deleted once your enquiry has been dealt with. If your child is subsequently seen by Speech House Ltd these details may be added to their personal record. The website contains links to other Internet sites which are outside our control and are not covered by this privacy policy. We are not responsible for data which you provide through any such linked websites.

## **Our use of personal information**

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

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

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

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



We do not employ agents to process personal data, for example specialist mailing companies to send out communications.

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

### **How we use personal information**

We use this information:

- To prepare, plan and provide speech and language therapy services appropriate for your or 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 you or your child (always password protected)
  - copying you in to communications with other professionals involved with you or your child (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 our service. Results of audits are always presented with all client identities removed
- For management and administration, for example surnames of clients are included in our password protected accounting database

Whenever personal identifiers are not needed for these tasks, if possible we remove them from the information we use.

### **How we store personal 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 you. We use two secure electronic cloud-based systems called "PracticePal" and "Sharepoint" which is compliant with general data protection regulations. Prior to being uploaded to this system documents are temporarily stored on a private hard drive which is only accessible via a password held by Lucy Magrin and Laura Vane, Speech House Administrative Assistant. 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.

Videos may be taken of clients with parental consent. These are temporarily stored on a private hard drive which is only accessible via a password held by Lucy Magrin and Laura Vane, Speech House Administrative Assistant. These may then be uploaded to the client file and password protected inside "Sharepoint" and may be viewed by the SLT in order to make notes in a client record within one month of the child's appointment. The video is then deleted.



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 (whichever is deemed to be the most secure at that time).

In accordance with 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. All records relating to adults will be kept for 8 years and then destroyed thereafter

### **Meeting our 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."

For further information the full document can be found at:

<https://www.hcpc-uk.org/standards/standards-of-conduct-performance-and-ethics/>

### **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.

Lucy Magrin is registered with the Information Commissioner's Office (ICO) as a Data Controller. You can view her ICO registration by visiting: <https://ico.org.uk/ESDWebPages/Entry/ZA041807>

### **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). We cannot adequately deliver a service to you or your child without processing your/their 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

### **Our responsibilities**

We are committed to maintaining the security and confidentiality of our clients records. We actively implement security measures to ensure their information is safe, and audit these regularly

We 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 or client, various rights. The most important of these are as follows:

- You have the right to a copy of information we hold about you or your child.
- You have the right to ask for your record to be amended if you believe that it is wrong.

### **How to access yours or your child's records**

You can access the information we hold about you by writing to us at the address given below. Please apply in writing rather than by email, so that we receive an original signature to compare against the records we hold.

A copy of your or your child's records is provided free of charge.

We will provide access to your child's records within 30 days of receipt of all necessary information.

Please make your request in writing to:

Subject Access Requests  
Speech House Ltd  
98 Broadwater Street West  
Worthing  
BN14 9DF

If you have any further questions about how we use your information, please contact [lucy@speech-house.co.uk](mailto:lucy@speech-house.co.uk)

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.