

Talking Speech Therapy

Victoria McKinnon Blackburn

Privacy Policy

Talking Speech Therapy delivers independent speech and language therapy to children in the home and/or educational setting. It is owned and directed by Victoria McKinnon Blackburn, Speech and Language Therapist, who is registered with the Health and Care Professions Council (HCPC). Victoria is a member of the Royal College of Speech and Language Therapists (RCSLT) and the Association of Speech and Language Therapists in Independent Practice (ASLTIP).

Talking Speech Therapy operates the website at www.talkingspeechtherapy.co.uk

Talking Speech Therapy is committed to protecting the privacy of information provided by clients. Information about your child/the adult client may be collected via spoken or written information from parents/carers/family. With parental/the client's consent, information may also be collected from other professionals working with your child/client (such as teachers/LSA's, nursery staff, NHS Speech and Language Therapists and educational psychologists). 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.

You may use the Talking Speech Therapy 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, e-mail address and contact telephone number to enable me 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 Talking Speech Therapy then this personal information will be deleted once your enquiry has been dealt with. If your child is subsequently seen by Talking Speech Therapy these details may be added to their personal record. The Website contains links to other Internet sites which are outside my control and are not covered by this privacy policy. I am not responsible for data which you provide through any such linked Websites.

Personal information collected by me via the Talking Speech Therapy Website, email, telephone or face to face, is stored and used by me 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 Talking Speech Therapy 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. 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.

I 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, 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 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, I remove them from the information I use.

All information about you, your child and their speech and language therapy is stored securely in my online management system to ensure that I have a complete record of my service to them.

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 may then be viewed in order to make notes in a client record within 24 hours of the child's appointment. The video is then deleted.

The minimum amount of confidential information will be taken out of my office base. When your child's information is taken out of the office base it will be kept with Victoria McKinnon Blackburn or will be locked in the boot of her car (whichever is deemed to be the most secure at that time).

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.

I process and store personal information to comply with my legal 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. 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:

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

The Data Protection Act 2018 and The General Data Protection Regulations 2018 lay 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.

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. I am constantly working to ensure compliance with current data protection regulations.

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 I hold about your child.
- You have the right to ask for your record to be amended if you believe that it is wrong.

You can access the information I hold about you by writing to the email address below. 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 victoria@talkingspeechtherapy.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.