

Privacy Policy for Chloë Hall Speech and Language Therapy

Chloë Hall Speech & Language Therapy is registered with the Information Commissioner's Office (ICO) as a Data Controller. Chloë Hall assumes the function of data controller and supervises the compliance with the General Data Protection Regulation (GDPR) within the business.

Chloë Hall Speech and Language Therapy is committed to ensuring the privacy and security of our clients' information.

This privacy policy explains what personal data Chloë Hall Speech & Language Therapy holds, why we hold and process it, who we might share it with and your rights and freedoms under the Law. Please contact us with any queries. You can find details of how to do so at the end of this document.

Chloë Hall Speech & Language Therapy provides independent speech and language therapy to children in the home, clinical setting and/or educational setting. It is managed by Chloë Hall, Speech and Language Therapist, who is registered with the Health and Care Professions Council (HCPC), is a member of the Royal College of Speech & Language Therapists (RCSLT) and a member of the Association of Speech and Language Therapists in Private Practice (ASLTIP).

Chloë Hall Speech & Language Therapy operates a website at www.chloehall-slt.co.uk.

1. Information We Collect

Chloë Hall Speech and Language Therapy collects personal data necessary for delivering professional services. The information we gather includes:

1.1. Healthcare Records:

- Contact details: Name, address, phone numbers, email address.
- Personal details: Date of birth.
- Other contacts: Name and contact details of GP and relevant healthcare professionals.
- For child services: Parent/guardian details, developmental data, medical history, educational placements, etc.

1.2. Educational Records:

- Relevant Individual Educational Plans (IEPs), progress notes, and reports from educational staff.

1.3. Clinical Records:

- Specific data related to communication skills, such as assessment forms, reports, case notes, and electronic communications.

1.4. General Administrative Records:

- Information regarding attendance reports and accident report forms.

1.5. Financial Records:

- Financial information concerning the practice, including invoices, receipts, and payment details.

2. Where We Get Our Information

Personal data is provided by the client or their parent(s)/guardian(s) during the initial contact or assessment process. Additionally, information may be obtained from third parties such as schools, healthcare professionals, with prior consent.

We will communicate with you via post, email, telephone, WhatsApp Business, 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
- 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

3. How We Use Your Information:

We use the information we collect for the following purposes:

Service Provision:

To deliver speech and language therapy services, including assessments, treatments, and follow-up care.

Communication:

We will communicate with you via post, email, telephone, WhatsApp Business, 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
- 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

Service Improvement:

To analyse client feedback and continuously improve the quality of our services.

Data retention periods

Following the retention deadline, all data will be destroyed under confidential means.

3.1 Client Records:

- Chloë Hall Speech & Language Therapy keeps both physical and electronic records of clinical data in order to provide a service.
 - Clinical data is deleted/confidentially destroyed once a child reaches the age of 25 years or 7 years after therapy has ceased for adults, whichever is the longer time.
 - Video records/ voice recordings relating to client care may be recorded with consent, analysed and then destroyed. If written consent is provided to use recordings for training purposes, the client will have the option to withdraw consent at any time.

3.2 Financial Records

- Chloë Hall Speech & Language Therapy keeps paper and electronic records of financial data from those who use our services.
 - Financial Data is kept for 6 years to adhere to HMRC guidelines. These requirements apply to manual and electronic records equally.
 - Financial Data (including non-payment of bills) can be provided at HMRC's request.

3.3 Exceptions

- 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.

4. Information Sharing:

We do not disclose your personal or health information to third parties without your consent, except where required by law or as necessary to provide services effectively. We do use third-party service providers to assist with certain functions:

- WriteUpp, a secure online practice management software, to manage client records, scheduling, and communication. WriteUpp is a trusted platform designed to ensure the confidentiality and security of your personal information.
- When you engage with our services, your personal and health information may be stored and processed within WriteUpp to facilitate the provision of speech and language therapy services. Prior to being uploaded to the system, documents are

temporarily stored on a cloud based system or tablet which are only accessible via a password held by myself.

- . WriteUpp operates in compliance with data protection laws and adheres to strict security protocols to safeguard your information.
- If you have any questions or concerns about the use of WriteUpp or how your information is managed within the platform, please feel free to contact us using the information provided in Section 10.
- FreeAgent, a secure accounting and financial management software, to handle our financial operations. FreeAgent is a trusted platform designed to ensure the confidentiality and security of financial data.
- Your personal information is not directly processed within FreeAgent. However, certain transactional information, such as invoices and payment records, may be stored and processed within the platform to facilitate billing and financial reporting.
- If you have any questions or concerns about the use of FreeAgent or how your financial information is managed within the platform, please feel free to contact us using the information provided in Section 10.

5. Data Security:

We employ reasonable administrative, technical, and physical safeguards to protect the confidentiality, integrity, and security of personal information against unauthorised access, disclosure, alteration, or destruction. This includes:

- Secure integration and management of client data on WriteUpp.
- Confidential handling of financial information on FreeAgent.
- Secure storage of electronic and physical records.

6. Your Rights:

- Under UK data protection laws, you have the right to:
 - Access and review the personal information we hold about you.
 - Correct any inaccuracies in your information.
 - Request the deletion of your information, subject to legal requirements.

7. Obtaining Consent

Clients provide consent prior to commencing services. Consent forms are provided, and clients have the right to withdraw consent at any time.

8. Consent Withdrawal:

Clients have the right to withdraw their consent for the processing of their personal information at any time. Withdrawal of consent may impact our ability to continue providing certain services. To withdraw consent or for more information on the consequences of withdrawal, please contact us using the information provided below.

9. Complaints:

If you have any concerns about our handling of your personal information or if you believe your privacy rights have been violated, you have the right to lodge a complaint. Please contact us using the information provided below, and we will investigate and respond to your complaint in a timely manner.

10. Updates to Privacy Policy:

We may update this Privacy Policy periodically to reflect changes in our practices or legal requirements. and we will notify you of any material changes via email or through other appropriate channels.

11. How to Access Your Data

If you have any questions, concerns, requests for consent withdrawal, or complaints regarding our Privacy Policy or the handling of your personal information, please contact us:

Chloë Hall Speech and Language Therapy
Rawesgarth,
Ainstable,
Carlisle
CA4 9QN.

 07562 524179.

 info@chloehall-slt.co.uk