

Privacy Policy- Leanne Tierney Independent Speech and Language Therapy

Contact Details

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Professional Registration

- Registered with the Health and Care Professions Council (HCPC): SL27292
- Registered member of the Royal College of Speech & Language Therapists: RC0026349
- Member of Association of Independent Speech and Language Therapists (ASLTIP)

Introduction

I am Leanne Tierney, trading as "Leanne Tierney Independent Speech and Language Therapy" or "LT SLT" (both of which expressions shall include my successors in title and permitted assigns). LTSLT is also referred to as Leanne Tierney/ I. I am committed to protecting the privacy and security of personal information provided by clients and service users.

I provide independent Speech & Language Therapy services to children and young people in their home and/ or educational setting.

Data Protection Regulations

- The General Data Protection Regulation (GDPR) 2016 came into force in the UK in May 2018. These regulations govern the protection, processing and movement of personal 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.
- LT SLT is registered with the Information Commissioner's Office (ICO), reference number: ZB356289. You can view the ICO registration by visiting: <https://ico.org.uk/esdwebpages/search>.

My Lawful Basis for Processing Personal Information

- Information is collected and processed to enable me to:
 - Accurately assess children's speech, language and communication needs.
 - Plan and deliver appropriate therapy and intervention.
 - Arrange appointments and discuss progress.
 - Deliver quality training, support and advice.

With parental consent, I may share information with other professionals working with the child, such as, education, social care and healthcare professionals, where this is appropriate and beneficial to the child. Under some specific safeguarding guidance, information may be shared without consent.

- My lawful basis for processing and storing personal information is one of 'legitimate interest' (under article 6 of GDPR). I cannot adequately deliver a service without processing

the personal information of my clients. As it is a

necessity for my service delivery and in the best interests of the client, I have a legitimate interest to process and store the data.

- 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."

What about Special Category Data?

- Data relating to an individual's health is classified as 'Special Category Data' under Article 9 of the GDPR. This is because it is personal data that requires more protection because it is sensitive. 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 I process and store personal information.
- The Special Category Data that I process includes health and ethnicity information about the child I am working with. The ICO states that "in order to lawfully process special

category data, you must identify both a lawful basis

under Article 6 of the UK GDPR and a separate condition for processing under Article 9.”

- My processing of special category data is for “health or social care purposes” (Data Protection Act 2018):

<http://www.legislation.gov.uk/ukpga/2018/12/schedule/1/enacted>

Collection of Personal Information

I currently collect the following personal information:

Therapy activities–

- Personal details about a child: including, full name, date of birth, address, gender, ethnicity, languages spoken, persons with parental responsibility, parent/ carer contact details.
- Information relating to their developmental or medical history, education, lifestyle and other social circumstances.
- Other relevant information from families, carers, education, social care or other healthcare professionals.
- Observation and assessment results.
- Details about a child’s treatment and care.
- Results of hearing tests, diagnostic testing etc.

Non- therapy activities–

- I provide sessions for parents and professionals where I do not take on any direct assessment or therapy role with a child, but offer advice, support, or supervision to the adult. As part of this work, I store basic personal information (e.g., names, contact details) along with brief notes of conversations as a secure record in WriteUpp. This record is deleted 6 years after our last contact.

- Names and contact details are processed for the purpose of arranging and delivering training sessions. These details are stored on a password protected cloud drive, and are deleted 6 years after the training is delivered.
- I provide clinical supervision for other Speech & Language Therapists- in this instance, I store brief personal details such as name, place of work and contact details.
- Personal information (such as names and contact details) may be collected during brief enquiries in person or by phone or email. Where no further service is then arranged, the information is stored securely only until the enquiry has been dealt with, after which it is deleted.

I collect personal information in the following ways:

- Via telephone, website, email, written reports or face to face discussion with parents/guardians.
- Direct observation and assessments carried out during sessions.
- Information may be collected from staff in the child's educational setting when the child is being seen as part of a contract with the setting or if parents have opted for their child to be seen in school. In addition, if relevant to the child's care information may be gathered from relevant school staff. Information will only be gathered from this source with signed parental consent.
- With parental consent, information may also be collected from other professionals working with the child (such as childminders, NHS Speech & Language Therapists, education support services, paediatricians, and other relevant medical professionals/ health services).
- I may also collect information about family members where this relates to the child e.g., contact details for parents and relevant medical or developmental history.
- Submissions and enquiries by phone or email.

Teletherapy and Recording of Therapy (Therapy by Video Link)

- I may give therapy by video- link (teletherapy) and record face-to-face therapy sessions (either video or audio recordings), but this is only for the purposes of assessment or feedback to parents, or school staff as appropriate and with parental consent (e.g., if needed for feedback of an observation of parent/child interaction or to illustrate a specific example which will support parents or school staff to implement appropriate advice).
- All audio and video recordings will be deleted after analysis and feedback, unless otherwise explicitly agreed with the relevant parent and supervising adult for the purposes of ongoing therapy. In such a case, material will be deleted at the end of the course of therapy. All client information is stored in line with Data Protection/ GDP Regulations and this data protection and privacy policy.
- I use Zoom or Microsoft Teams for teletherapy. If teletherapy is recommended, a separate consent form will be provided for parents/ guardians to complete.

Additional Information on Video and Audio Recordings

How I obtain video/ audio recordings of the child:

- If parents have consented to audio/ video recordings on the original consent form/ introductory questionnaire, then I may obtain these within assessment and therapy sessions for the purposes as stated above.
- By parents sending an audio/ video recording to me e.g., via email or Whatsapp.
- By me recording an online session in which you or a supporting adult in school would be present- online platforms that I use automatically send a notification that the meeting is being recorded. Consent for this will always be obtained via teletherapy consent form, and you will be notified of online sessions being recorded.

What do I use recordings for?

There are a number of reasons I might need to obtain an audio or video recording. This can include:

- To review and revisit following a session in order for me to be able to transcribe your child's speech and/ or language accurately.
- To compare with earlier recordings in order to monitor your child's progress.
- To watch back with you in order to identify useful strategies to help your child.

How Personal Information Is Used

- To prepare, plan and provide speech and language therapy services appropriate for the child's needs.
- To communicate via post, email, telephone and text messages for the purpose of:
 - Arranging/ confirming and planning appointments
 - General communication between appointments
 - Sending you reports and programmes for your child
 - Copying you into communications with other professionals involved with your child
 - Sending you resources for your child's speech and language therapy support
 - Sending you invoices
 - For clinical audit to assess and improve my service (results or audits are always presented with all client identities removed).
 - For management and administration (e.g., surnames of clients/ client initials may be included in my accounting records).
 - storage and sharing of personal information

- Any personal information collected by me is stored and used for the purpose of delivering appropriate speech and language therapy services to the child.
- Any sensitive personal details are stored in a secure and confidential cloud based electronic patient database which is accessible only by LT SLT therapists (provided by 'WriteUpp'). 'WriteUpp' is ISO 27001:2013 certified. ISO 27001:2013 is an internationally recognised standard for information security management.
- Prior to being uploaded to this system, working documents are temporarily stored on a password protected laptop which is only accessible by the Speech and Language Therapist involved in the care of your child.
- With parental consent, information about a child's speech and language needs may be shared with other health and education professionals involved in your child's care, when it is in the child's best interests. A record of your consent is kept within the child's electronic record.
- Unless I am required to do so by law, such as for safeguarding reasons, I will not disclose any personal information to any person other than those set out above.
- I do not give or sell client details to any third parties or employ any outside agencies that may access or process personal information as part of their work.
- Any electronic documents or reports sent by email will be sent as PDF to guard against alteration. Consent will be gathered from parents/ carers as to whether a password is required when emailing. If parents consent to not having a password, the document may be sent as PDF with no password.
- Any paper based confidential information such as assessment record forms are stored for the minimum amount of time before being scanned and uploaded to the child's record
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- on WriteUpp. Once a paper document has been uploaded the original copy is either added to the child's record at school, given to the parent/guardian, or shredded and disposed of.
- In accordance with law, all records will be kept securely until the child is 25 years old. After this time all records relating to the child will be destroyed.

Transfer of Information

The nature of my work involves travel between my home / office base and the client's home or school. In order to provide an effective service, it is necessary that confidential information is transported between these locations. The minimum amount of confidential information necessary to deliver the service will be transported. When client information is taken out of the office base it will be kept with me or will be locked in the boot of my car (whichever is deemed to be the most secure at that time). No personal information will be left in a vehicle overnight but will be in a locked filing cabinet.

My Responsibilities

- I am committed to maintaining the security and confidentiality of my client's records.
- I actively implement security measures to ensure information is safe and review my privacy policy annually.
- I will not release 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 the most up to date data protection regulations.

Data Breach

- In the unlikely event that sensitive personal information regarding a child is lost, stolen or communicated to an unintended or unauthorised person, LT ISLT will notify the child's parent/guardian as soon as possible.
- If it is agreed with the parent/guardian that the data breach presents a significant risk to the rights or freedoms of the child then the Information Commissioners Office (ICO) will be notified of the breach.
- The parent/guardian will be kept fully informed of the advice from the ICO.

Your Rights

GDPR 2016 gives the following rights:

- The right to a copy of the information I hold about you or a child in your care.
- The right to ask me to rectify personal information you think is inaccurate. You also have the right to ask me to complete information you think is incomplete.
- The right to ask me to erase your personal information in certain circumstances*
- The right to ask me to restrict the processing of your personal information in certain circumstances.
- The right to ask me to object to the processing of your personal information in certain circumstances *
- The right to withdraw your consent at any time.

*these do not apply to data processing in assessment and therapy services.

How to Withdraw Consent

- At any time, you can withdraw consent to continue with the services I provide, or to any aspect of the storage, processing and sharing of personal information.
- If you wish to withdraw consent for any part of my service, please contact me directly. You _____ will be asked to complete and sign a new record of consent. This will be added to the child's

record and from that point the data will be stored, processed and shared in accordance with the updated consent information.

How to Access Your Records

- A parent can access the information I hold about them or their child by writing to me at the address given below. Please apply in writing rather than by email, so that I receive an original signature to compare against the records I hold.
- I will provide access to your child's records within 30 days of receipt of all necessary information.
- A copy of the record will be provided free of charge if you would like to retain a copy.

Please make your request in writing to:

Leanne Tierney

25 Hall Park Avenue

Liversedge. WF15 7EH

If you have any further questions about how I use your information, please contact Leanne Tierney (acting as Data Protection Officer) at:

leanne@independent-slt.co.uk

Further information about data protection legislation is available through the Information Commissioner's Office www.ico.org.uk