

Privacy Policy

****Website Summary ****

Chloe Parikh Speech Therapy respects your family's privacy. We only collect information needed to provide speech and language therapy, keep it secure, and never share it without consent unless required by law or to protect a child's safety. Full details are set out below and are provided in full as part of our intake paperwork.

Full Privacy Policy

Effective Date: 01/09/2025

Chloe Parikh Speech Therapy ("we," "us," or "our") is committed to protecting the privacy and confidentiality of children and families we serve. This Privacy Policy explains how we collect, use, store, and share personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

We provide private speech and language therapy services to children and young people. Protecting personal data—especially children's data—is a core part of our professional and legal responsibilities.

1. Who We Are (Data Controller)

Chloe Parikh Speech Therapy operates as a **sole trader**. Chloe Parikh is the **Data Controller** responsible for deciding how and why personal data is processed.

Contact details:

Chloe Parikh Speech Therapy
Chloe Parikh, Speech and Language Therapist (HCPC registered)
[Business Address - Chloe Parikh personal address]
chloeparikh.speechtherapy@gmail.com
07448316583

2. Personal Data We Collect

We may collect and process the following categories of personal data:

a. Child and Family Information

- Child's name, date of birth, address, and NHS number (if provided)
- Parent or guardian names and contact details
- Emergency contact details

b. Special Category (Health) Data

- Speech, language, communication, and developmental history
- Assessment results, therapy plans, session notes, and progress reports
- Relevant medical, educational, or psychological reports shared with us

c. Administrative and Financial Information

- Appointment scheduling information
- Invoices, payment records, and fee arrangements

d. Communications

- Emails, phone calls, texts, or messages relating to therapy services
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3. Lawful Basis for Processing

Under UK GDPR, we rely on the following lawful bases:

- **Article 6(1)(b)** – Processing is necessary for the performance of a contract (providing therapy services)
- **Article 6(1)(c)** – Processing is necessary to comply with a legal obligation
- **Article 6(1)(f)** – Legitimate interests (such as service administration and record keeping)

For health data (special category data), we rely on:

- **Article 9(2)(h)** – Processing is necessary for health or social care purposes, provided by a regulated professional
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4. How We Use Personal Data

We use personal data to:

- Provide speech and language therapy assessments and interventions
 - Develop and review therapy plans
 - Communicate with parents and guardians about appointments and progress
 - Maintain accurate clinical records
 - Manage billing and payments
 - Meet professional, ethical, and legal obligations
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4a. Use of Email, Text Messages, and WhatsApp

We may use email, SMS text messages, or WhatsApp to communicate with parents or guardians for practical purposes such as:

- Appointment scheduling or reminders
- Sharing general updates or non-urgent information

- Responding to queries related to therapy services

We do **not** use these methods to share detailed or sensitive clinical information unless this has been specifically agreed. While we take care to communicate securely and professionally, electronic communications may carry some risk. By providing contact details and agreeing to these forms of communication, you acknowledge and accept this risk.

You may request a preferred method of communication or withdraw consent for electronic communication at any time.

5. Sharing Personal Data

We handle all personal information in line with the **HCPC Standards of conduct, performance and ethics**, which require registrants to respect confidentiality and only share information when it is lawful, necessary, and in the individual's best interests.

HCPC-Style Confidentiality Statement

All information shared with Chloe Parikh Speech Therapy is treated as confidential. Information will not be disclosed to third parties without appropriate consent unless:

- There is a legal duty to disclose (e.g. safeguarding concerns, court order)
- Disclosure is necessary to protect the child or others from serious harm
- Disclosure is required by a regulatory or professional body

When information is shared, we ensure that:

- Only relevant information is disclosed
- Information is shared securely
- Disclosure is proportionate and justified

Parents and guardians will be informed of disclosures wherever possible, unless doing so would increase risk or is not permitted by law.

We do **not** sell personal data to third parties.

6. Data Storage and Security

We follow professional standards set out by the **RCSLT** and **HCPC** to ensure personal data is kept confidential, accurate, and secure.

Appropriate technical and organisational measures include:

- Secure, password-protected electronic record systems
- Locked storage for any paper records
- Use of professional judgement when sharing information
- Limiting access to personal data to authorised individuals only

Data is stored within the UK or in GDPR-compliant systems.

7. Data Retention

Client records are retained in line with professional guidance from the **Royal College of Speech and Language Therapists (RCSLT)**, **Health and Care Professions Council (HCPC)** standards, and UK legal requirements.

In general:

- Clinical records for children are retained until the child reaches adulthood, and for an additional period in line with professional indemnity and legal guidance
- Financial records are retained for the period required by HMRC

Records are securely deleted or destroyed when no longer required.

8. Your Data Protection Rights

Under UK GDPR, parents/guardians (and young people where appropriate) have the right to:

- Access personal data
- Request correction of inaccurate or incomplete data
- Request erasure of data (where applicable)
- Restrict processing in certain circumstances
- Object to processing
- Request data portability
- Withdraw consent (where consent is the lawful basis)

Requests should be made in writing using the contact details above. We will respond within one month.

9. Children's Data

Children's data is treated with particular care. We only collect and process children's personal data with the consent of a parent or legal guardian, unless the child is deemed competent to consent themselves under UK law.

10. Complaints

If you have concerns about how your data is handled, please contact us first. You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**:

Information Commissioner's Office

www.ico.org.uk

11. Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Any changes will be shared with clients and reflected by an updated effective date.

This Privacy Policy is provided for general informational purposes and does not constitute legal advice.