



The Speech Connection

Speech and Language Therapy

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Privacy Policy

Our Privacy Policy outlines some of the questions you may have regarding how we handle your personal information.

What guidance does The Speech Connection follow regarding the collection and handling of personal information?

The Speech Connection follows the following professional and national guidelines which influence how we handle your personal information:

- Health and Care Professions Council (HCPC)
- Royal College of Speech and Language Therapists (RCSLT)
- General Data Protection Regulations (GDPR) 2018
- Data Protection Act 1998

Why does The Speech Connection collect personal information?

The personal information that The Speech Connection processes falls under the 'health and social care' purpose under the GDPR guidance.

The Speech Connection needs to collect personal information about you, or a child under your care, for the purposes of providing appropriate and individualised treatment.

To provide a thorough assessment, diagnosis, and therapy for a child under your care, we are required to collect personal information to assist in clinical decision making.

What personal information will The Speech Connection collect?

The Speech Connection will collect personal information about you, or a child under your care, including but not limited to:

- Identifiable information (e.g., name, contact details, address)
- Developmental history
- Medical history
- Social demographics (e.g., who lives at home with the child)

You can choose what personal information you disclose to The Speech Connection; however, if you do not provide relevant or complete information this may impact on the assessment and subsequent therapy that is provided which may result in an inappropriate or ineffective service.

How will The Speech Connection collect my personal information?

The Speech Connection will collect different levels of personal information from you at various times when you engage with our service.

If you make an enquiry using the 'Get in touch' form on our website you will be required to provide contact details, (including a name, telephone number or email address) to enable us to respond to your enquiry.

Following your initial enquiry, if you decide to continue with The Speech Connection you will be sent an Initial Assessment Questionnaire which will gather additional information about you or a child under your care.

How will The Speech Connection store my personal information?

The Speech Connection is registered with the Information Commissioners Office (ICO) as a Data Controller. You can view The Speech Connection's registration on the ICO website.

The Speech Connection is responsible for keeping your information safe and confidential according to GDPR guidelines.

All soft-copy documents (including intake forms, session notes, and correspondence) are stored electronically as password protected files on password protected devices.

All hard-copy documents (including assessment forms) are stored in a filing cabinet that is locked until they can be scanned and uploaded to a secure electronic storage system. Once a document has been securely stored electronically, all hard copies will be shredded and destroyed.

What other precautions will The Speech Connection take to keep my information safe?

The Speech Connection uses electronic communication (email) to provide correspondence including appointment bookings, invoices, and reports.

Documents containing personal identifiable or sensitive information (including reports) will be password protected. The password will be provided to the recipient separately.

The Speech Connection will never share your personal information with a third party, unless you have requested us to do so, and we have written consent to do this. The Speech Connection will require written consent to liaise with other medical or educational professionals (e.g., teachers, NHS SALT services) regarding a child under your care. Written consent can be provided during the initial assessment or at any subsequent time by completing a consent to liaise form.

You have the right to withdraw consent for The Speech Connection to liaise with other professionals at any time. If you would like to withdraw consent, please send a request in writing to christie@thespeechconnection.co.uk. Please note that withdrawing consent to liaise with other professionals may negatively impact multidisciplinary team working and effect the therapy outcomes for a child under your care.

The only other circumstance in which The Speech Connection would share personal information without your prior written consent is if it is in the public interest, such as if it is necessary to protect public safety to prevent harm to other people. This includes situations which are deemed to be a safeguarding concern.

How long will The Speech Connection retain a copy of my personal information for?

In accordance with Royal College of Speech and Language Therapy (RCSLT) guidelines, all records will be kept securely until the service user is 25 years old. After this time, all records will be destroyed.

What rights to I have regarding personal information held by The Speech Connection about me or a child under my care?

You have several rights with regards your information:

- The right to see a copy of the information we hold about you.
- The right to have inaccurate or incomplete information corrected by us.
- The right to object to any information you think is inaccurate.

If you would like to see the information that The Speech Connection holds on file, please send a request in writing to chrsitie@thespeechconnection.co.uk addressed to the Data Controller. We may contact you to discuss this request prior to releasing any information.

The Speech Connection will respond to all requests within 1 month of receipt.

