

 **Privacy Policy**

**Who we are**

Affinity Speech Therapy delivers independent speech and language therapy to children in the home and/or educational setting. It is run by Jessica Harris, Speech and Language Therapist, who is registered with the Health and Care Professions Council (HCPC). Affinity Speech Therapy operates a website at www.affinityspeech.co.uk

Affinity Speech Therapy is committed to protecting the privacy of information provided by clients.

**Collection of personal information**

Information about your child may be collected via spoken or written information from parents/carers. With parental consent, information may also be collected from other professionals working with your child (such as teachers, nursery staff, childminders, NHS Speech and Language Therapist). We 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 Affinity 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 us 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 Affinity Speech Therapy then this personal information will be deleted once your enquiry has been dealt with. If your child is subsequently seen by Affinity Speech Therapy these details may be added to their personal record.

The website may contain links to other Internet sites. These are outside our control and are not covered by this privacy policy. We are not responsible for data which you provide through any such linked websites.

**Our use of personal information**

Personal information collected by us via the Affinity Speech website, email, telephone or face to face, is stored and used by us 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 Affinity 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 casenotes.

Unless we are required to do so by law, we will not disclose any personal information collected to any person other than as set out above. We do not employ agents to process personal data, for example specialist mailing companies to send out communications. We do not give or sell client details to any third parties.

**How we use personal information**

We 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 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 management and administration e.g. surnames of clients are included in our password protected accounting database. No personal identifiers are used when this is possible.

**How we store personal information**

All information about you, your child and their speech and language therapy is stored securely in our systems to ensure that we have a complete record of service. We use a secure electronic cloud-based system called “WriteUpp” which is compliant with general data protection regulations. Prior to being uploaded to this system documents are temporarily stored on a OneDrive cloud-based system which is only accessible via a password held by Jessica Harris. 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 are temporarily stored on a password protected device whilst they are being used for therapy. When these are no longer in use e.g. at the end of a therapy session, the video will then be deleted and no copies will be made. Videos can be sent to us by a secure method of your choosing. The minimum amount of confidential information will be taken out of the Speech and Language Therapist’s office base. When your child’s information is taken out of the office base it will be kept with the Speech and Language Therapist or will be locked in the boot of the Speech and Language Therapist’s car (whichever is deemed to be the most secure at that time). In accordance with 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.

**Our lawful basis for processing personal information**

We process and store personal information to comply with our 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 we 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](http://www.hcpcuk.org/assets/documents/10004EDFStandardsofconduct%2Cperformanceandethics.pdf)

**The Data Protection Act 2018 and General Data Protection Regulations 2018**

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. Jessica Harris is registered with the Information Commissioner's Office (ICO) as a Data Controller. You can view her ICO registration upon request.

**Our responsibilities**

We are committed to maintaining the security and confidentiality of your child’s record. We will not release your personal details to any third party without first seeking your consent, unless this is allowed for or required by law. We are constantly working to ensure compliance with current data protection regulation

**How to access your child’s records**

You can access the information we hold about you, when you request this in writing (not email). This will allow us to compare an original signature against the records we hold. You can deliver this written request during a session or alternatively a postal address can be provided upon request.

A copy of your child’s records is provided free of charge. We will provide access to your child’s records within 30 days of receipt of all necessary information. If you have any further questions about how we use your information, please contact Jessica@affinityspeech.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.