

Privacy Policy and Data Retention

This Privacy Policy explains what Personal Data Amy Wallace Speech and 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.

About Amy Wallace Speech and Language Therapy

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

Amy Wallace (Speech and Language Therapist) is registered with the Information Commissioner's Office (ICO) as a Data Controller.

Amy Wallace Speech and Language Therapy operates a website at <https://www.amywallacespeechandlanguagetherapy.co.uk/>

Amy Wallace Speech and Language Therapy is committed to protecting the privacy of information provided by clients.

1. Information we collect

Amy Wallace Speech and Language Therapy holds personal data as part of conducting a professional service. The data follows under the following headings: healthcare records, educational records, clinical records, general administrative records, and financial records.

Information is collected via spoken, written and electronic formats via communication with parents, and (with parental consent) liaison with other relevant professionals such as teachers, nursery staff, Speech and Language Therapists, Audiologists and any other professionals involved. In order to meet the needs of clients and maintain a high quality service, a wide range of information may be collated. Examples of data collected and held on all active clients include the following:

- Contact details of child and parent/carer: Name, address, phone numbers, e-mail address.
- Personal details: Date of Birth, NHS number.
- Other contacts: name and contact details of GP, educational placement and any other relevant healthcare professionals involved.
- Relevant medical and developmental history.
- Specific data in relation to communication skills may be collected and held, such as assessment forms, reports, case notes, e-mails and text messages.

Amy Wallace Speech and Language Therapy may hold information regarding attendance reports and accident report forms.

A financial record pertains to all financial information concerning the practice, e.g. invoices, receipts, information for Revenue. Amy Wallace Speech and Language Therapy may hold data in relation to: on-line purchasing history, card payments, bank details, receipts and invoices. Information will include name of bill payer, client name, address and record of invoices and payments made.

2. Where we get our information

Personal data will be provided by the child's parents/carers. This information will be collected as part of a case history form prior to, or on the date of first contact. Personal information may be collected from a phone call, text message, email or from Amy Wallace Speech and Language Therapy website.

Information may also be provided directly from relevant third parties such as nurseries, schools, childminders, Local Authority Specialist advisory teams, NHS Speech and Language Therapists, medical professionals and allied health professionals, with prior consent from the parent/carer. 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. Details of the Amy Wallace Speech and Language Therapy Consent Form can be requested from amywallaceslt@gmail.com.

You may use the Amy Wallace Speech and Language 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.

By providing personal information for initial contact by SMS, voicemail, phone call, email or website enquiry you are consenting to personal details for yourself and your child being held temporarily by Amy Wallace Speech and Language Therapy. If your enquiry does not result in your child being seen by Amy Wallace Speech and Language Therapy, then this personal information will be deleted once your enquiry has been dealt with. If your child is subsequently seen by Amy Wallace Speech and Language Therapy, these details may be added to their personal record.

Amy Wallace Speech and Language Therapy website contains links to other Internet sites which 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.

3. How we use the information we collect

The information collected is used and stored by Amy Wallace Speech and Language Therapy to provide assessment and therapy to meet your child's needs. Examples of how 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, mobile messages and SMS in relation to:
 - confirming and preparing appointments
 - general communication in between appointments
 - sending you reports and programmes (these will always be password protected if sent via email)
 - Copying you into communication 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 clinical audit to assess and improve our service. Results of audits are always presented with all client identities removed.
- For management, accounts and administration, for example, surnames are used on invoices.
- Information may also be used for research purposes, with the written consent of the parent/carer.

4. How we store personal information

4.1. Clinical Data:

In order to provide a service, Amy Wallace Speech and Language Therapy holds both physical and electronic records of clinical data securely in accordance with Data Protection regulations.

- Clinical data is deleted/securely destroyed once the child reaches the age of 25 years old in accordance with the law.
- Clinical data used for research purposes, may be kept for longer than 2 years.
- Video records/ voice recordings relating to client care/videoconferencing records 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.

The retention periods are the time periods for which the records should be held based on the Amy Wallace Speech and Language Therapy needs, legal and/or fiscal precedence or historical purposes. Following the retention deadline, all data will be securely destroyed.

4.2. Financial Data

Amy Wallace Speech and Language Therapy keeps electronic/paper records of financial data from those who use our services.

Section 886 of the Direct Tax Acts states that the Revenue Commissioners require records to be retained for a minimum period of six years after the completion of the transactions, acts or operations to which they relate. These requirements apply to manual and electronic records equally.

- Financial Data is kept for 6 years to adhere to Revenue guidelines.
- Financial Data (including non-payment of bills) can be given to Revenue at Revenue's request.

4.3. Contact Data

Contact Data is kept for 6 years to allow processing of Financial Data if required. (This may be retained for longer for safety, legal request, or child protection reasons.)

4.4. 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.

5. Sharing information

We do not share personal information with companies, organisations and individuals outside Amy Wallace Speech and Language Therapy unless one of the following circumstances apply:

5.1. With your consent:

We will only share your Personal Identifying Information (PII) to third parties when we have express written permission by letter or email to do so. I require opt-in consent for the sharing of any sensitive information.

Third parties may include: hospitals, GPs, other allied health professionals, educational facilities.

5.2. For legal reasons:

We will share personal information with companies or organisations outside of Amy Wallace Speech and Language Therapy if disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, legal process or enforceable governmental request.
- Meet the requirements of the Children First Act 2015.
- To protect against harm to the rights, property or safety of Cumbria Speech and Language Consultancy, our service users or the public as required or permitted by law.

5.3. To meet financial requirements:

Amy Wallace Speech and Language Therapy does not currently engage the services of an Accountant therefore is not required to share Financial data. If this changes in the future information of the Accountant's name and Data Protection Policy will be available.

5.4. For processing by third parties/external processing

There are currently no third parties engaged in processing data

6. The Data Protection Act 2018 and General Data Protection Regulations 2018

Prior to initial assessment or consultation, a copy of the data protection policy summary will be provided to clients along with a client contract (or referral form, or case history, depending on the practice). Clients will be made aware that the full Data Protection Policy is available from the website or on request from Amy Wallace at amywallaceslt@gmail.com.

A consent form will need to be signed by the client prior to commencing the service. Copies of the signed consent form will be given to both parties. Should a client wish to withdraw their consent for data to be processed, they can do so by Amy Wallace Speech and Language Therapy.

In accordance with the General Data Protection Regulation (GDPR), we will endeavour to protect your personal data in a number of ways:

6.1. By limiting the data that we collect in the first instance

All data collected by us will be collected solely for the purposes set out above and will be collected for specified, explicit and legitimate purposes. The data will not be processed any further in a manner that is incompatible with those purposes save in the special circumstances referred to in section 5. Furthermore, all data collected by us will be adequate, relevant and limited to what is necessary in relation to the purposes for which it is collected which include, the assessment, diagnosis and treatment of speech, language and communication disorders.

6.2. By transmitting the data in certain specified circumstances only

Data will only be shared and transmitted, be it on paper or electronically, only as is required, and as set out in section 3.

6.3. By keeping only the data that is required

6.4. By disposing of/destroying the data once the individual has ceased receiving treatment

Section 3 outlines retention periods for different kinds of data. We will put in place appropriate technical and organisational measures to ensure a level of security appropriate to the risk. These include measures such as safe and secure storage facilities for paper/electronic records. Data will be disposed of following the retention period.

6.5. By retaining the data for only as long as is required

In this case is until a child reaches the age of 25 years, except for circumstances in which retention of data is required in circumstances set out above or in certain specific circumstances as set out at Article 23(1) of the GDPR.

6.6. By destroying the data securely and confidentially after the period of retention has elapsed.

This could include the use of confidential shredding facilities or, if requested by the individual, the return of personal records to the individual.

6.7. By ensuring that any personal data collected and retained is both accurate and up-to-date.

7. Security

Amy Wallace Speech and Language Therapy, as with most providers of healthcare services, is aware of the need for privacy. As such, we aim to practice privacy by design as a default approach, and only obtain and retain the information needed to provide you with the best possible service.

All persons working with Amy Wallace Speech and Language Therapy in a professional capacity are briefed on the proper management, storage and safekeeping of data.

All data used by Amy Wallace Speech and Language Therapy including personal data may be retained in any of the following formats:

1. Electronic Data
2. Physical Files

The type of format for storing the data is decided based on the format the data exists in. Where applicable, Amy Wallace Speech and Language Therapy may convert physical files to electronic records to allow us to provide a better service to clients.

8.1. Data Security

Amy Wallace Speech and Language Therapy understands that the personal data used in order to provide a service belongs to the individuals involved. The following outlines the steps which Amy Wallace Speech and Language Therapy use to ensure that the data is kept safe.

8.1.1. Electronic Data

All electronic data, such as case notes, reports, assessment results, client contact information, is contained on a password protected laptop and when necessary to share reports, assessment results and any other personal data these are sent via email using password protected documents.

Client phone numbers may be stored on a mobile telephone and text messages sent to Amy Wallace Speech and Language Therapy may remain on the telephone. Amy Wallace Speech and Language Therapy will only refer to your child by initial or first name in text.

The mobile phone is passcode protected.

Videos, voice recordings and photos may be taken of clients with parental consent. Where possible these will be taken and stored on devices owned by parents/guardians. If this is not possible, a password protected device owned by Amy Wallace Speech and Language Therapy will be used. The videos may then be viewed by the therapist in order to make notes in a client record or be used as part of therapy. The video will then be deleted when it is no longer required.

Electronic data is backed up to an external hard drive on a regular basis. This device is password protected and is stored in a locked cabinet.

8.1.2. Physical Files

Information such as informal and formal assessments, copies of letters and reports are stored securely, in accordance with Data Protection Regulations, in individual client files at 4 Northcote Lane, EX14 1NL, in a lockable filing cabinet. Only Amy Wallace has access to these records.

The minimum amount of confidential information will be taken out of the Speech and Language Therapist's office base.

8.2. Security Policy

8.2.1. Amy Wallace Speech and Language Therapy understands that requirements for electronic and physical storage may change with time and the state of the art. As such, Amy Wallace, the data controller in Amy Wallace Speech and Language Therapy reviews the electronic and physical storage options available to Amy Wallace Speech and Language Therapy on a yearly basis.

8.2.2. All persons working in Amy Wallace Speech and Language Therapy are aware and briefed on and refresh the requirements for good data hygiene regularly. This briefing compliance is monitored by the Amy Wallace Speech and Language Therapy data controller, Amy Wallace and includes, but is not limited to:

- Awareness of client conversations in insecure locations.
- Enabling auto-lock on devices when leaving them unattended, even within Amy Wallace Speech and Language Therapy locations.
- Use of non-identifiable note taking options (Initials, not names).
- The awareness of Amy Wallace Speech and Language Therapy procedure should a possible data breach occur, either through malicious (theft) or accident (loss) of devices or physical files.

8. Your Rights

Data protection legislation gives parents/guardians various rights. The most important of these are as follows:

- You have the right to be informed about the personal data we hold and why we hold it.
- You have the right to access a copy of your/your child's data that we hold by contacting us directly.
- You have the right to ask for your record to be amended if you believe that it is wrong.
- You have the right to have your data erased in certain circumstances.
- You have the right to transfer your data to someone else if you tell us to do so and it is safe and legal to do so.
- You have the right to tell us not to actively process or update your data in certain circumstances.

9. Accessing your Child's records

You can access the information we hold about your child by writing to us at the address given below. Please apply in writing rather than by email, so that we receive an original signature to compare against the records we hold.

A copy of your child's records is provided free of charge. Numerous requests may incur an administration charge at the discretion of Amy Wallace Speech and Language Therapy.

We will provide access to your child's records within 30 days of receipt of all necessary information.

Please make your request in writing to:

Amy Wallace Speech and Language Therapy

4 Northcote Lane
EX14 1NL

For children under the age of 18, data access requests are made by their parents/guardians. When a child turns 18, then they may make a request for their personal data. However, this is subject to adherence with the Children First Act.

If you have any further questions about how we use your information, please contact:

amywallaceslt@gmail.com

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.

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