

## **That Speech Lady Ltd: Privacy Policy**

*At That Speech Lady Ltd, we take your privacy very seriously. This policy explains how we collect, use, store and protect any personal information you share with us in a transparent way. If anything is unclear, please let us know. We're happy to discuss further.*

### About That Speech Lady Ltd

That Speech Lady Ltd is an independent speech and language therapy practice owned and directed by Lauren Tyson, a fully qualified and Health and Care Professions Council (HCPC) registered speech and language therapist.

Lauren is the designated Data Controller for all personal information handled by That Speech Lady.

You can find us online at:

Website: <https://www.thatpeechlady.co.uk>

Facebook: [ThatSpeechLadyUK](#)

X: [ThatSpeechLady](#)

Instagram: [that\\_speech\\_lady\\_](#)

LinkedIn: [thatpeechlady/](#)

YouTube: [ThatSpeechLady](#)

TikTok: [thatpeechlady](#)

Our company registration details:

- Companies House Number: 13139898
- ICO Registration: <https://ico.org.uk/ESDWebPages/Entry/ZB386540>

### What Personal Information We Collect

We only collect information that is relevant and necessary for delivering our services.

To provide effective speech and language therapy, we need to gather some key details such as:

- Your name, age, date of birth, address, medical history, education and work details, speech and language history, occupation, ethnicity, relationship status and living arrangements.
- Family history details of any speech, language or learning difficulties.
- If you subscribe to our mailing list, we will collect your email address and name.

### How We Collect Personal Information

Most personal information is collected directly from you through discussions, forms, phone calls and emails.

With your consent, we may also gather information from other professionals involved in your care. This is considered best practice to provide well-coordinated services.

You can visit our website without providing any personal information. However, if you make an online enquiry through our contact form, we'll ask for basic details like name, email and postcode to respond appropriately.

### How We Use Personal Information?

The personal information we collect allows us to:

- Communicate with you about appointments, plans and progress
- Communicate with other involved professionals (with your consent)
- Plan, deliver and document speech and language therapy services
- Create invoices and handle payments
- Meet standards for professional practice and clinical audits
- Share information if legally required for safeguarding purposes

We'll also use the email addresses of our mailing list subscribers to send you periodic updates and information. For accounting purposes, client surnames are included in our encrypted financial records (we use <https://www.freeagent.com/>).

### Our Lawful Basis for Processing Data

As providers of healthcare services, speech and language therapists have a "legitimate interest" basis for processing personal data under the General Data Protection Regulation (GDPR). This is necessary for us to coordinate and deliver appropriate clinical services.

Additionally, processing of health-related "special category" data is permitted for healthcare professionals bound by rules of confidentiality. As HCPC registered speech and language therapists, we adhere to strict standards of ethical practice and client confidentiality.



Meeting Professional Obligations

That Speech Lady Ltd follows all standards and guidelines set by our regulatory body, the Health and Care Professions Council (HCPC). A few key standards relate directly to data handling:

Standard 2: We share relevant information appropriately while protecting client privacy.

Standard 10: We maintain comprehensive, secure clinical records for all clients.

Essentially, these ensure we protect your information while also coordinating high-quality, ethical care.

Data Storage and Security

We are meticulous about keeping your personal information secure and confidential. Most details are stored electronically using WriteUpp (<https://www.writeupp.com/>) which is a secure, GDPR-compliant cloud system.

Any hard copies are kept in a locked filing cabinet and if needed, are safely transported in an unmarked bag. At the end of services, all paper documents are scanned to WriteUpp and then shredded.

Video recordings are temporarily stored on a password-protected tablet then deleted after use. All laptops, tablets and smartphones used to access our systems are password-protected. We also use antivirus software and firewalls.

If completing home visits, your initials and location details (postcode and house number) will be stored on our private Google Calendar (this can only be accessed by That Speech Lady Ltd and one other named person in line with That Speech Lady Ltd’s Lone Working Policy).

We may change electronic storage systems in the future to ensure ongoing security and accessibility. Please let us know if you ever have any data security concerns.

Data Retention

We retain different types of records for varying lengths of time based on client consent and legal requirements:

Type of information	How long is it kept for?
Telephone enquiry	Until the enquiry has been completed. This is usually within 30 working days. If a referral is made, the information may be transferred to Writeupp otherwise the information will be destroyed.

Website enquiry	Until the enquiry has been completed. This is usually within 30 working days. If a referral is made, the information may be transferred to Writeupp otherwise the information will be deleted.
General emails	Emails are kept on That Speech Lady Ltd's Gmail account ( <a href="mailto:lauren@thatspeechlady.co.uk">lauren@thatspeechlady.co.uk</a> ) for approximately 3 months. After this time, emails will be copied and stored on Writeupp or they will be deleted.
Email for subscribing to That Speech Lady Ltd updates	Until you unsubscribe.
Casenotes	<ul style="list-style-type: none"> <li>• Under age 16 at discharge: Until 25th birthday</li> <li>• Age 17 at discharge: Until 26th birthday</li> <li>• Age 18+ at discharge: 8 years after discharge</li> </ul>

### Your Rights and Choices

You have the right to withdraw consent or change your preferred communication methods at any time during our professional relationship.

If you subscribe to our email updates, you can unsubscribe at any time.

You can also request copies of the personal information we hold about you via a Subject Access Request. We'll handle such requests free of charge and respond within 30 days.

While you cannot request complete erasure of clinical records, you can inform us of any incorrect details that need updating, such as a new address.

### Data Breach Plan

The security of your personal information is extremely important to us, which is why we have robust procedures for handling data breaches. If the unexpected did occur, we'd promptly investigate, minimise any risks, and notify you and the authorities as legally required.

### Additional Privacy Information

A few other key points about privacy and security:

- Our scheduling system, TidyCal (<https://tidycal.com/thatspeechlady>) requires your name, email and phone number. Please let us know in writing if you'd prefer not to use this.
- Our website and social media accounts may link to third-party sites we don't control. Their privacy practices may differ.
- We never sell or use personal data for marketing without explicit consent.
- Our website uses some cookies, but you can disable these in your browser settings.
- Our website <https://www.thatspeechlady.co.uk> uses some cookies. Cookies are very small text files that are stored on your computer, to improve your experience. You can disable cookies at any time in your browser setting, but this may stop our website from functioning properly.
- Third-party cookies: We use Google Analytics to help us understand how you use our site and ways we can improve your experience. These cookies may track things such as how long you spend on our website and the pages you visit so we can continue to produce engaging content.
- In an emergency, a designated individual could access client records on a need-to-know basis only.

### Still Have Questions?

Hopefully this has helped clarify how we handle your private information with care. We're always happy to discuss any other privacy related questions or concerns.

You can contact Lauren Tyson, That Speech Lady Ltd by:

Email: [lauren@thatspeechlady.co.uk](mailto:lauren@thatspeechlady.co.uk)

Telephone: 07397296183