

That Speech Lady: Privacy Policy (Website Version)

That Speech Lady is committed to respecting and protecting your personal information.

Who is That Speech Lady?

- That Speech Lady is an Independent Speech and Language Therapy Service set up in 2016 by Lauren Wright, a fully qualified Speech and Language Therapist. Lauren has worked as a Speech and Language Therapist since 2009.
- Lauren Wright controls and processes all personal information for That Speech Lady and she is a registered Data Controller with the Information Commissioner's Office (ICO). Details of her registration can be provided on request.
- That Speech Lady is registered to an address in Southwater, West Sussex, RH13 9XH (the full address is not provided on this website version).
- That Speech Lady operates a website: <https://www.thatpeechlady.co.uk>
Facebook account <https://www.facebook.com/ThatSpeechLadyUK/>
Twitter account <https://twitter.com/ThatSpeechLady>
Instagram account: https://www.instagram.com/that_speech_lady_/

What kinds of personal information will That Speech Lady collect?

The list below provides some examples of personal information that may be collected:

- The child's name, age, date of birth, home address, medical history, education details, speech and language history, milestones, ethnicity.
- Parent or carer names, occupation, phone number, email address, home address, details of any speech, language or learning difficulties.
- Family structure details (for example, details about who lives at home with the child).
- If you subscribe to That Speech Lady's mailing list, your email address will be collected.

How will That Speech Lady collect personal information?

- That Speech Lady will collect personal information by written and spoken forms of communication (for example, face to face discussions, phone calls, emails, website enquiries).
- Information is collected from parents and with parent permission information will be collected from professionals and other people known to the child.
- That Speech Lady will only collect information that is relevant or required to provide Speech and Language Therapy Services.

How does That Speech Lady use personal information?

- Personal information is used to:
- Communicate with parents.
- To provide services (such as assessment and therapy sessions).
- Communicate with professionals and other people known to the child (if parents have given permission).
- Plan and deliver Speech and Language Therapy services.
- To create and send invoices. That Speech Lady uses Waves Accounting Inc (www.wavesapp.com) to generate and send invoices. Waves Accounting Inc will receive the

name of the person paying for services, their home address, email address and details about the service provided. This information will be used to create and send invoices. The child's name will not be provided but their initials may be used if this is necessary.

- To complete audits.
- To communicate with others if this is required by the law (this is the only time personal information will be shared with others without permission from parents).
- To provide updates and information to those who have subscribed to That Speech Lady's mailing list.

What is That Speech Lady's lawful basis for processing personal information?

- The lawful basis is a 'legitimate interest' under article 6 of General Data Protection Regulation (GDPR). That Speech Lady cannot deliver a service to your child without processing personal information.
- Information relating to a child's health is classified as 'Special Category Data' under section 9 of the GDPR. The regulations state that health professionals who are "legally bound to professional secrecy" may have a lawful basis for processing this information. Speech and Language Therapists are legally bound to keep client information confidential and it is under this condition that personal information is stored and processed.

How does That Speech Lady meet professional obligations?

- That Speech Lady is registered with the Health and Care Professions Council (HCPC) <http://www.hcpc-uk.org/>. This is a legal requirement for all Speech and Language Therapists.
- The HCPC has clear standards of conduct, performance and ethics that must be followed. These standards affect the way information is processed and shared. For example:
Standard 2: To 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: To 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."

How does That Speech Lady store personal information?

- That Speech Lady stores personal information in paper and electronic formats.
- Paper format: Information is stored in a locked filing cabinet. If information is taken out of the cabinet it will be kept with That Speech Lady (Lauren Wright) or in a locked location.
- At the end of treatment (when the child has been discharged) all paper based information will be scanned and kept as electronic documents. Paper based information will then be destroyed by shredding.
- Electronic format: Information is password protected and stored on two hard drives. The hard drives are stored in a locked filing cabinet. Personal information may temporarily be stored on a password protected laptop or a password protected email.
- Video recordings will be temporarily stored on a password protected tablet and then deleted

after use (the tablet will be stored in a locked filing cabinet).

- Storage of electronic documents may change in the future to ensure documents remain accessible and secure.

How long does That Speech Lady keep personal information for?

Type of information	How long it is kept for?
Telephone enquiry	Until the enquiry has been completed. This is usually within 7 working days. If a referral is made, the information may be transferred to the child's casenotes otherwise the information will be destroyed.
Website enquiry	Until the enquiry has been completed. This is usually within 7 working days. If a referral is made, the information may be transferred to the child's casenotes otherwise the information will be destroyed.
General emails	Emails are kept for approximately three months. After this time emails will be copied and stored on a password protected document as part of the child's casenotes or they will be destroyed.
Email for subscribing to That Speech Lady updates	Your email address will be kept until one of the following occurs: <ul style="list-style-type: none"> • You request to be unsubscribed from the emailing service. • That Speech Lady no longer provides the emailing service.
Casenotes	If the child is 16 years old or under at the end of treatment, information will be kept until their 25th birthday. If they are 17 years old at the end of treatment, information will be kept until their 26th birthday. If they are 18 years old and above, information will be kept for 8 years after the end of treatment date.

How does That Speech Lady keep personal information confidential and secure?

- Use of password protected documents and hard-drives.
- Saving reports and similar documents in Printed Document Format (PDF).
- Use of anti-virus software.
- Keeping up to date with information from the ICO and other relevant organisations.
- Storing the key for locked cabinets in a hidden location.
- Locking up information when it is not in use. If information is being used it is transported in a bag where the information cannot be seen.
- By completing audits.
- By regularly ensuring the latest software updates have been installed on computers.
- Reviewing and updating policies.
- By limiting the amount of personal information collected (only collecting what is needed).

What are my rights?

- You have the right to withdraw permission at any time.
- You have the right to change your preferred methods of communication (for example you may prefer emails to phone calls).
- You have the right to withdraw your information from Wave Accounting Inc at any time.
- If you have signed up to That Speech Lady's emailing service, you have the right to unsubscribe at any time.
- You have the right to request a copy of the personal information that is held about you and your child. This is called a Subject Access Request and it is free of charge. All requests will be processed and completed within 30 days of receipt.

Can I request personal information to be erased?

- If you have provided your email address for That Speech Lady's emailing service, you can request that your email address for this purpose is deleted.
- It is not possible to request erasure of any other personal information. This is because information is processed on a legitimate basis. However, you can request that incorrect information is changed. For example, you can request to change your previous home address to your new home address.

Is there anything else I need to know?

- That Speech Lady's website and social media accounts are likely to contain links to other websites that you may be interested in. Please be aware That Speech Lady does not have control over these websites and cannot be responsible for the protection and privacy of your information.
- That Speech Lady is not responsible for any personal information you provide on That Speech Lady's Facebook (@ThatSpeechLadyUK), Twitter (@ThatSpeechLady_) and Instagram (@that_speech_lady__) accounts.
- That Speech Lady is committed to protecting your personal information and will never sell your details to any third parties. That Speech Lady will not use your personal data in marketing (unless consent has been given).

Who can I contact if I have further questions?

You can contact Lauren Wright, That Speech Lady by:

Email: lauren@thatspeechlady.co.uk

Telephone: 07397296183

Post: ***** (That Speech Lady's address is not provided on the website version).

Please note this policy is likely to be updated as further information and advice about GDPR is provided. The latest privacy policy can be found by visiting <https://www.thatspeechlady.co.uk> or by contacting Lauren Wright, That Speech Lady.