Data Protection Policy.

Who I am.
I am Jennifer Law, a Speech and Language Therapist who delivers independent speech and language therapy services (including training courses) within the area of Yeovil, Somerset. I operate a website at: www.jennylaw.co.uk. I am registered with the Health and Care Professions Council (HCPC), and I am committed to protecting the privacy of the information provided by my clients.

Our lawful basis for processing personal information.
Under the General Data Protection Regulation, organisations must identify a lawful basis for processing your information. The lawful basis relating to initial referrals, enquiries or registration of interest is ‘contract’ under the General Data Protection Regulation (GDPR Article 6(1)(b)). Individuals may make contact to seek advice or information about our Speech and Language Therapy services. We process the data they provide so that we can respond to these enquiries.

An individual becomes a client by entering into an agreement or contract regarding our services. We process and store personal information about our clients to comply with our ‘legal obligations’ under the General Data Protection Regulation (GDPR Article 6(1)(c)). There is a statutory requirement for Speech and Language Therapists to collect information, and to keep and process that information to facilitate clinical decision-making, to plan and deliver therapy, and to keep a record of this process. Specifically:

- Health and Care Professions Council 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.”
- Health and Care Professions Council 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.”

The full Health and Care Professions Council document can be found at: https://www.hcpc-uk.org/standards/standards-of-conduct-performance-and-ethics/

Collection of personal information.
Information about clients may be collected via spoken or written information from the clients themselves and from their parents/carers as appropriate (for example if the client is a child).

Information may also be collected from other professionals who work with the client (such as teachers, support workers, NHS Speech and Language Therapist) with the client’s consent and/or consent from parents/carers as appropriate (for example if the client is a child).

We may also collect information about clients’ family members or carers where this relates to the client (for example contact details for carers, and relevant family
medical or developmental history).

You may use the website (www.jennylaw.co.uk) without providing 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 and email address to enable us to respond to your enquiry. You may add comments or queries which might also contain personal information. If your enquiry results in an individual receiving services from us, then these details may be added to their personal record. If your enquiry does not result in an individual receiving services from us, then this information will be deleted one month from the date we receive it.

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

**Our use of personal information.**

Personal information collected via the website, email, telephone or face to face, is stored and used by us for the purpose of delivering speech and language therapy services.

Any sensitive personal details are stored in a secure and confidential system and processed in confidence, and shall only be used for the purposes of delivering appropriate speech and language therapy services to the client.

When it is in the client’s best interests, and with the client’s consent and/or consent from parents/carers as appropriate (for example if the client is a child) information about the client’s speech and language needs will be shared with other professionals involved in his/her care. A record of consent is kept within the client’s case notes.

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 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 the client’s needs.
- For clinical audit to assess and improve our service. Results of audits are always presented with all client identities removed.
- For management and administration, for example surnames of clients are included in our password protected accounting database.
- To communicate via post, email, telephone, mobile messages and SMS regarding:
  - confirming and preparing for appointments
  - general communication in between appointments
  - sending reports (always password protected)
- sending advice, resources and programmes
- copying the client and/or parents/carers as appropriate (for example if the client is a child) in to communications with other professionals involved with the client (the client’s initials rather than full name will be used in emails)
- sending invoices and receipts

If possible we remove personal identifiers from the information we use, when they are not needed for these tasks

**How we store personal information.**

All electronic information about the client and their speech and language therapy is stored securely in our systems to ensure that we have a complete record of our service to them. We use encrypted hard drives secured in locked cabinets, and password protected devices. These are only accessible via keys, passcodes and passwords held by Jennifer Law. Document, such as reports, which contain confidential information are also individually password protected from the outset. Any paper based confidential information such as assessments are stored securely in locked cabinets in accordance with Data Protection Regulations.

Photographs, videos or audio recordings of clients may be taken with the client’s consent and/or consent from parents/carers as appropriate (for example if the client is a child). These are temporarily stored on the recording device and kept with the Speech and Language Therapist until they can be transferred to the secure electronic system within 24 hours of recording.

The minimum amount of confidential information is taken out of the Speech and Language Therapist’s office base. When client information must be taken out of the office base it is be kept with the Speech and Language Therapist.

All records held on the basis of ‘contract’ (GDPR Article 6(1)(b)) will be kept securely for one month from the date we receive them. In accordance with law, all records held under ‘legal obligations’ (GDPR Article 6(1)(c)) will be kept securely for the following time periods:

- Adult clients: retention for 8 years from the last service delivery from the Speech and Language Therapist.
- Paediatric clients age 17 years to 17 years 11 months: retention until the client’s 26th birthday.
- Paediatric clients up to 16 years 11 months: retention until client’s 25th birthday

After this time all records relating to the client will be destroyed.

**Our responsibilities.**

We are committed to maintaining the security and confidentiality of our clients’ records. We will not release personal details to any third party without first seeking consent, unless this is allowed for or required by law.

We actively implement security measures to ensure that client’s information is safe, and audit these regularly. We are constantly working to ensure compliance with current data protection regulations.
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. They also give individuals certain rights in relation to personal data held about them by others. These include:

- The right to a copy of the information we hold about him/her.
- The right to ask for a record to be amended if he/she believes that it is wrong.

A client or parents/carers as appropriate (for example if the client is a child) can access the information we hold about him/her. We will provide access to the records within 30 days of receipt of all necessary information.

Ms J Law is registered with the Information Commissioner's Office (ICO) as a Data Controller. You can view her ICO registration by visiting: https://ico.org.uk/ESDWebPages/Search

Additional information.
If you have any further questions about how we use your information, please contact JennyLawSLT@email.com

Further information about data protection legislation and your rights is available from the Information Commissioner's Office by calling 0303 123 1113 (9am to 5pm, Monday to Friday) or by visiting https://ico.org.uk