

EMPOWER ME SLT PRIVACY POLICY

Who we are

EMPOWER ME SLT delivers independent Speech and Language Therapy to children in the home and/or educational setting. It is comprised of an affiliate of Speech and Language Therapists with a range of specialist skills who are all registered with the Health and Care Professions Council (HCPC). EMPOWER ME SLT 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, psychologists, 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 can enquire about services via our email contact@empowermeslt.co.uk If your enquiry does not result in your child being seen by an EMPOWER ME SLT then this personal information will be deleted once your enquiry has been dealt with. If your child is subsequently seen by an EMPOWER ME SLT, these details may be added to their personal record.

Any links your therapist may direct you to during the course of your interaction with EMPOWER ME SLT 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 EMPOWER ME SLT, 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 the EMPOWER ME SLT therapist 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 case notes.

Unless we are required to do so by law, EMPOWER ME SLT 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 EMPOWER ME SLT uses 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, WhatsApp Business, mobile messages and SMS in relation to:

- confirming and preparing for appointments
- general communication in between appointments
- sending you reports and programmes for your child
- 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 clinical audit to assess and improve our service. Results of audits are always presented with all client identities removed

- For management and administration

Whenever personal identifiers are not needed for these tasks, if possible we remove them from the information we use.

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 our service to them. EMPOWER ME SLTS store information on their personal computers that are password protected. Any paper based confidential information such as assessments are stored securely in accordance with Data Protection Regulations.

The minimum amount of confidential information will be taken out of the Speech and Language Therapist's 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.hcpc-uk.org/assets/documents/10004EDFStandardsofconduct,performanceandethics.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.

Our responsibilities

We are committed to maintaining the security and confidentiality of your child’s record. We actively implement security measures to ensure their information is safe, and audit these regularly.

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.

Your rights

Data protection legislation gives you, the parent, various rights. The most important of these are as follows:

- You have the right to a copy of information we hold about your child.
- You have the right to ask for your record to be amended if you believe that it is wrong.