



Data Privacy Notice

Speech Leap Ltd (“**Speech Leap**”) is an independent Speech and Language Therapy company registered with Companies House (No.11277861). Speech Leap is owned and directed by Justine Woolley and Emma Tunnicliffe both of whom are fully qualified Speech and Language Therapists and registered with the Royal College of Speech and Language Therapists (“**RCSLT**”) and Health and Care Professions Council (“**HCPC**”). Speech Leap provides independent speech and language therapy to children in the home and/or educational setting.

Speech Leap operate a website at www.speechleap.co.uk, a Facebook page at @SpeechLeapLtd and a Twitter account at @LeapSpeech.

Speech Leap is committed to maintaining the security and confidentiality of Your Child’s Personal Data.

Interpretation

- “**Child**” means the Child receiving or potentially receiving Speech and Language Therapy from Speech Leap;
- “**Data Protection Laws**” means the Data Protection Act 1998 and 2018, GDPR, the Privacy and Electronic Communication (EU Directive) Regulations 2003 and replacement or successor acts or regulations and all applicable EU directives, regulations or codes of practice (to the extent that such codes of practice have legal effect) relating to data protection or the privacy of individuals;
- “**GDPR**” means Regulation (EU) 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data;
- “**Personal Data**” means any information relating to an identified or identifiable natural person. This includes, but is not limited to, Your Child’s name, date of birth, home address, nursery or school details, medical and developmental history and ethnicity, Your name, home address, phone number, email address, details of speech and language or learning difficulties and details of the family structure (e.g. who lives at home);
- “**We**”, “**Us**” or “**Our**” means Speech Leap
- “**You**” or “**Your**” means the parent, legal guardian or carer of the Child receiving or potentially receiving speech and language therapy from Speech Leap.





- **“Manager/Headteacher”** means the Nursery Manager or School Headteacher or where responsibility has been agreed to be passed to the Nursery or School SENCO;
- **“Staff”** means nursery or teaching staff who have been given permission by the Manager/Headteacher to liaise and give direction to Us (e.g. requesting for Children to be assessed)

Collection of personal information

Personal Data about Your Child may be collected via spoken or written information from You (e.g. face-to-face discussions, phone calls or emails). With Your Consent, Personal Data may also be collected from other professionals working with Your Child including Staff, childminders, NHS Speech and Language Therapist, G.P. or other medical / educational professionals. Personal Data may also be collected about family members where this relates to Your Child such as Your contact details and relevant medical or developmental history.

Use of personal information

Personal Data collected by Us face-to-face or via email, phone or text message is stored and used for the purpose of delivering Your Child’s speech and language therapy.

All Personal Data relating to Your Child will only be used for the purpose of delivering appropriate speech and language therapy to Your Child. Personal Data will be used to:

- Prepare, plan and provide speech and language therapy to Your Child
- Communicate with You via telephone, email and SMS in relation to arranging and confirming Your Child’s appointments and general communication between appointments.
- Communicate with other professionals involved with Your Child (if You have given consent)
- Assess and improve Our services through clinical audit. Results of audits are always presented with all Children’s identities removed

All Personal Data is stored on a secure and confidential electronic system called “My Therapy Tracker” and is processed in confidence by Us.

With Your consent, Personal Data about Your Child’s speech and language therapy needs will be shared with other professionals involved in Your Child’s care, when it is in Your Child’s best interests.





Unless required to do so by law, We will not disclose any Personal Data collected to any other person than is set out above. We do not give or sell Children's details to any third parties. We do not employ agents to process Personal Data, for example specialist mailing companies to send out communications.

How personal information is stored

All Personal Data about You, Your Child and their speech and language therapy is stored on a secure electronic system called 'My Therapy Tracker' which is compliant with Data Protection Laws. Prior to being uploaded to this system, documents are temporarily stored on a password protected laptop. Any paper based Personal Data will be scanned and uploaded to the electronic system and then immediately destroyed.

In accordance with best practice, all Personal Data will be kept until Your Child's 25th birthday. After this time, all Personal Data relating to Your Child will be destroyed.

Your phone numbers may be stored on a password protected mobile phone and text messages sent to Us will remain on the phone for up to a 3 month period. We will only refer to Your Child by first name in texts.

Meeting our professional obligation

It is a legal obligation for all Speech and Language Therapists to be registered with the HCPC. The HCPC has clear standards of conduct, performance and ethics that all registrant must adhere to.

These standards affect the way in which we process and share Personal Data, 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>

UK Data Protection Law and EU General Data Protection Regulations

Data Protection Laws lay down wide-ranging rules, backed up by criminal sanctions, for the processing of information about identifiable, living individuals. Data Protection Laws also give individuals certain rights in relation to Personal Data held about them by others.

Speech Leap is registered with the Information Commissioner's Office (“**ICO**”) and Justine Woolley and Emma Tunnicliffe are registered as a Data Controllers.

Our lawful basis for processing and storing Personal Data is one of ‘legitimate interest’ under article 6 of GDPR. We cannot adequately deliver a service to the child without processing their Personal Data. As it is both a necessity for service delivery and of benefit to the child, We have a legitimate interest to process and store their data.

Data relating to an individual’s health is classified as “Special Category Data” under section 9 of the GDPR. The regulations specify that health professionals who are “legally bound to professional secrecy” may have a lawful basis for processing this data. Speech and Language Therapists are legally bound to keep client information confidential and it is under this condition that We process and store Personal Data.

Your rights

Data Protection Laws give You various rights. The most important of these are;

- You have the right to request a copy of all Personal Data held about Your Child;
- You have the right to ask for Your Child’s record to be amended if You believe that it is wrong. See below for details of how to make this request;
- You have the right to request that the Personal Data we hold is transferred to another person; and
- You have the right to complain to the ICO at this address - <https://ico.org.uk/make-a-complaint/> - if you are unhappy with the way in which we have handled or processed Personal Data





How to access Your Child's Personal Data

You can apply in writing to access an electronic copy of Your Child's Personal Information or to request modifications of any inaccuracies. Please apply in writing rather than email so that we receive an original signature to compare against the records we hold. All requests will be dealt with within 30 days and are provided free of charge. Please make your request in writing to:

Speech Leap Ltd
14 Forester Avenue
Knutsford
Cheshire
WA16 8LB

