



Bethan Beaney

Berkshire Speech and Language Therapy

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Privacy Policy

This form should be read in conjunction with Berkshire Speech and Language Therapy's terms and conditions and consent form. We value your privacy and are committed to protecting your personal information.

Who are we?

Berkshire Speech and Language Therapy is owned and run by Bethan Beaney, an independent Speech and Language Therapist, who is registered with the Health and Care Professions Council (HCPC). Bethan is a registered data controller with the Information Commissioners Office (ICO). Bethan controls and processes all personal information for Berkshire Speech and Language Therapy. Bethan operates a website at www.berkshirespeechtherapy.com

What kinds of personal information will Berkshire Speech and Language Therapy collect? And how will it be collected?

Here are some examples of personal information which may be collected via spoken or written sources (including email) from parents/carers. With parental consent this information may also be collected from other professionals working with your child (e.g. teachers, NHS Speech and Language Therapists, GPs):

- Child's name, age, date of birth, home address, medical history, educational details, speech and language history, developmental milestones.
- Parent/Carer names, phone numbers, email addresses, home address, family history of any communication/learning difficulties.
- Family set up e.g. who lives with your child and languages spoken.
- Information relevant to educational settings (e.g. recent test scores).
- Video recordings/photos of parent and/or child for therapy purposes.

You may use the Berkshire Speech and Language Therapy website without providing any personal information. However, if you wish to make an enquiry via the website you will be requested to provide relevant contact details, such as your name, email address, postcode and contact telephone number to enable us to respond to your enquiry. You may add comments or queries which might also contain personal information.

The website contains links to other internet sites which are outside of our control and are not covered by this privacy notice.

How do we use personal information?

Personal information is used to:

- Prepare, plan and provide speech and language therapy services appropriate for your child's needs.
- Communicate with parents and other relevant professionals/people known to the child (where parents have previously given consent) via post, email, phone, SMS for things such as: booking appointments, sending password-protected child relevant documents, general communication between appointments, invoices and resources
- Complete audits
- To communicate with others if this is required by the law (e.g. safeguarding concern). *This is the only time personal information will be shared with relevant professionals without permission from parents.*

Whenever personal identifiers are not needed for the tasks above, if possible, we will remove them from the information we use (e.g. using a child's initial letter only).

What is the lawful basis for processing personal information?

Our lawful basis for processing and storing personal information is one of 'legitimate interest' under article 6 of the General Data Protection Regulation (GDPR). We cannot adequately deliver a service to your child without processing their personal information.

Information relating to an individual's health is classified as 'Special Category Data' under section 9 of the GDPR. The regulations stipulate 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 personal information is stored and processed.

How does Berkshire Speech and Language Therapy store personal information?

We store personal information in paper and electronic formats.

Paper information is held in a paper file. Electronic information is held on a password-protected computer and/or hard drive. A password protected mobile phone with personal data on e.g. phone numbers and text messages is also kept by Bethan Beaney. All information is kept in a lockable filing cabinet in a secure location. If it is taken away from the base it will be kept with the Speech and Language Therapist (Bethan Beaney) or in a locked location.

Videos may be taken of clients with parental consent. These are temporarily stored on an electronic device and transferred to a password protected computer or deleted.

In accordance with our professional standards we are required to keep records securely until the child's 25th birthday. After this time all records relating to your child will be destroyed.

Berkshire Speech and Language Therapy do not employ agents to process personal data. Nor do we give or sell client details to any third parties. We only collect data relevant to our role and for accounting purposes.

How does Berkshire Speech and Language Therapy keep personal information confidential and secure?

- By using password protected documents and hard drives
- By using virus software
- By keeping up to date with information from the ICO and other relevant organisations
- By storing the key for filing cabinets in a hidden location
- By locking up information when it is not in use
- By completing audits
- By reviewing and updating policies

What are my rights?

- You have the right to withdraw permission at any time.
- You have the right to ask for a record to be amended if the data is inaccurate. However, because data is processed on a legitimate basis it is not possible to request erasure of personal information.
- You have the right to request a copy of the personal information that is held about you and your child. This request should be made in writing. This is a subject access request and it is free of charge. All requests will be processed and completed within 30 days of receipt.

Who should I contact for further information/questions?

You can contact Bethan Beaney via email at info@berkshirespeechtherapy.com or via telephone on 07734995214.

Please note this privacy policy is likely to be updated as further advice and guidance is given regarding GDPR.