

Thrive Speech and Language Therapy provides speech and language therapy for children. We are committed to protecting the privacy and security of your personal information. Thrive SLT only collect information about you and your child (personal data) that is needed in order to provide a speech and language therapy service.

Polly Ross (Director, Thrive SLT) is a registered Data Controller with the Information Commissioners Office (ICO), under the requirements of the EU General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

## Collection of personal information

### Contact details and Clinical data:

Information about you/your child is collected via spoken or written information. Contact details, relevant medical and developmental history, together with treatment notes and other information relating to treatment will be held in your child's record.

With parental consent, information may be collected from other professionals working with your child (such as teachers, nursery staff, childminders, NHS Speech and Language Therapist, Paediatrician).

### Financial data:

Details of payments made are recorded for accounting purposes.

## Use of personal information

Personal information is stored and used for the purpose of delivering your child's speech and language therapy and as a record of our services to your child.

With your consent, information about your child will be shared with other professionals or other members of your family involved in your child's care.

As part of good practice and continued professional development, Thrive SLT may take part in professional supervision sessions. In these sessions cases are discussed anonymously.

Unless required to do so by law, Thrive SLT will not disclose any personal information collected to any person other than as set out above. Thrive SLT do not give or sell client details to any third parties.

All the information which Thrive SLT holds about you and your child is held in the strictest confidence. The only time we may need to break that confidence would be if we became aware of something that may put you or your child at risk. In this circumstance it would be Thrive SLT's duty to inform the relevant authorities for the purposes of child protection.

## How Thrive SLT stores personal information

Your child's record is held in paper files at 134 London Rd, Holybourne, Alton GU34 4ES, kept in a locked filing cabinet and also securely on a password protected computer system.

The minimum amount of personal information will be taken out the office when attending a therapy session.

Videos may be taken of clients with parental consent. These are temporarily stored on the therapist's device, which is password protected. These will then be viewed and analysed by the therapist - notes will be written in relation to them within 24 hours of the session. The video will then be deleted.

## How long personal information is retained

Children's records are retained until the date of their 25th birthday. This is in line with best practice guidelines from the Royal College of Speech and Language Therapists, based on the Record Management Code of Practice for Health and Social care Records by the Information Governance Alliance (IGA 2016).

Details of payments made are kept for accounting purposes for 6 years.

## Lawful basis for processing personal information

The lawful basis for processing and storing clinical data is one of 'legitimate interests' (under article 6 of GDPR). Thrive SLT cannot adequately deliver a service to your child without processing their personal information. As it is both a necessity for service delivery and of benefit to your child, Thrive SLT has 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 information.

The lawful basis for processing of financial data is a legal obligation. Thrive SLT is legally obliged to retain accounting data for tax purposes for 6 years.

If you choose to follow Thrive SLT's Facebook page/Twitter account, and make any comments or queries via a social media platform, we are not responsible for the data which you provide to this site. However, Thrive SLT does advise secure messaging or emailing if you have a specific query related to your child.

## Meeting our professional 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."

## What are your rights?

You have the right to request a copy of the information that is held about you / your child. This is called a Subject Access Request and is free of charge. All requests will be responded to and answers provided within 30 days of receipt.

You have the right to amend any information that is incorrect e.g. phone number/address.

If you have any further questions, please contact Polly Ross, Director, Thrive SLT.

Further information about data protection legislation and your rights is available from the Information Commissioner's Office or by calling 0303 123 1113, 9am to 5pm, Monday to Friday.

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