

Privacy Notice For Families

I have written this notice so that you can understand how I work and how I process your personal data.

This notice explains everything I think you need to know about my processes, but if there is anything you are not sure about or would like to discuss, please contact me using the details provided above. I would be happy to talk things through with you.

For ease of reading, I've put together what I think is the most important information in a summarised version below. If you would like more detail, please click on the various links throughout the provided information and it will take you to the more detailed full version (which directly follows the summarised notice).

Key information about how I use your information

Who I am: Cowbridge Speech and Language Therapy provide independent speech and language therapy to children and young adults. I, Helen Myall, act as the Controller for the personal information you share. This means that I am responsible for looking after your data and ensuring that your privacy is protected. [Find out more here.](#)

The personal data I process: In working with your child, I will collect personal information about them and you. This will include basic information and contact details, and general administrative information. I will also process sensitive information such as relevant medical information about your child related to their therapy. [Find out more here.](#)

How I use your information: I will use yours and your child's information to plan and deliver speech and language therapy, check and review progress, and communicate with you and other relevant organisations about the therapy. [Find out more here.](#)

Who I may share your information with: With your agreement, personal data about your child's speech and language therapy needs may be shared with other professionals involved in their care, when it is in your child's best interests. [Find out more here.](#)

How I store your personal data: I hold all personal data on secure software called WriteUpp. Any paper based personal data are stored in a secure filing system. These are held until your child reaches 25 years of age after which point it is securely destroyed. [Find out more here.](#)

Our lawful basis for processing personal data: Our processing is necessary for the fulfilment of a contract that I have in place with you, or to take steps to put that contract in place. I also process some data in your and our legitimate interests. Health data is processed for the provision of health or social care or treatment. [Find out more here.](#)

Your rights and how to contact us: For information about your rights under the data protection legislation and how to contact us, please see our full notice. [Find out more here.](#)

- Communicate with other professionals involved with your child (where you have asked us to do so).
- Assess and improve our services through clinical audit. Results of audits are always presented with all children's identities removed.
- Comply with legal, regulatory and financial obligations.

Who I share your information with

With your agreement, personal data about your child's speech and language therapy needs may be shared with other professionals involved in your child's care, when it is in your child's best interests. This may include nursery or education staff, childminders, Health Visitors, NHS Speech and Language Therapists, GPs, Educational Psychologists and other medical or education staff. Liaison may take place face-to-face, via email or telephone.

By exception, I may also be required to share personal information with other third parties to meet our legal obligations (for example, if I have safeguarding concerns).

Use of service providers:

To assist in management and administration of the therapy I provide, I share your personal data with trusted third-party service providers who are compliant with data protection laws. This includes providers of productivity tools which assist us in tasks like case management, document drafting, transcription, summarisation, and internal communication. I also rely on video conferencing platforms.

These service providers act as data processors on our behalf and are contractually bound to:

- Process personal data only in accordance with our instructions.
- Implement appropriate technical and organisational measures to ensure data security.
- Not use the data for their own purposes.
- Assist us in complying with applicable data protection obligations.

Where such providers are located outside the UK or EEA, I ensure that appropriate safeguards are in place, such as International Data Transfer Agreements or adequacy decisions, to protect your personal data. Contact us using the information below if you wish to find out more about how I do this.

How Personal Data are stored:

Personal data about you and your child are stored on an electronic system called "WriteUpp", which is securely hosted by Pathway Software (UK) Limited. Any paper based personal data are stored in a secure filing system. Your phone number(s) may be stored on a password protected mobile phone. Text messages/multimedia messages sent to me will remain on the phone for the duration of our contract with you.

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.

Our lawful basis for processing personal data

Whenever I process personal data, I must ensure that I have an appropriate lawful basis under the data protection legislation.

Cowbridge Speech and Language Therapy have identified the below bases under the UK General Data Protection Regulation (UK GDPR):

- The processing is necessary for a contract that I have in place with you or with a view to entering into a contract with you. By agreeing to our Terms and Conditions, I am entering into a contract with you to deliver our services. To meet our obligations under this contract, I must process certain personal data about the families I work with.
- I have a legal obligation under HCPC Standards of Proficiency for Speech and Language Therapists and the Royal College of Speech and Language Therapists (RCSLT) Professional Standards to effectively manage and deliver safe clinical care, and maintain suitable records to ensure the safety, continuity and quality of care.
- Some processing is necessary in our or your legitimate interests, such as when I update other healthcare professionals about your child's progress or other support needs. I also rely on this basis when I monitor and review the effectiveness of the service I offer and to drive improvements (such as in our audit activities), or whenever I conduct feedback surveys. These activities help us to deliver effective speech and language therapy and ensure accurate records, which benefits children and families.

I also process medical and health information, which is defined as 'special category' (sensitive) data under the UK GDPR. I process this type of data for the provision of health or social care or treatment or the management of health or social care systems and services. This enables me to provide effective speech and language therapy to the children I support, and to provide relevant information to other healthcare professionals involved in your child's care.

Your rights and how to contact us

You have various rights under the data protection legislation. These include, but are not limited to:

- The right to be informed – I will always be transparent in how I process your data. Our privacy notices help us to meet this requirement.
- The right of access - unless relevant exemptions apply, you have the right to be told whether I hold your personal information and, if so, to be given a copy of it. This is known as the right of access or subject access.
- The right to rectification – if you believe the information I hold is inaccurate or incomplete, please contact us to investigate.
- The right to complaint – if you are dissatisfied with how I use your personal data please contact us so I can help to make it right.

Please be aware, that these rights are not absolute and may be restricted in certain circumstances. For example, where I have a legal obligation to retain records. If you would like to exercise any of your data subject rights, please contact myself using the details above.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) as the supervisory authority for data protection. I encourage you to raise your complaint directly with myself prior to contacting the ICO.

Please contact: casework@ico.org.uk or telephone: 0303 123 1113. For any further contact information please see: <https://ico.org.uk/global/contact-us/>.

Contact details: If you have any questions about this privacy notice, or would like to exercise any of your data subject rights such as the right of access, please contact us at: Email: CowbridgeSALT@gmail.com Phone: 07542 718094 or in writing to Helen Myall, Cowbridge Speech and Language Therapy, The Old Malt House, Treherhyngyll, Cowbridge, CF71 7TN.