



east london speech therapy

East London Speech Therapy Privacy Policy

Our contact details

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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.

East London Speech Therapy is registered with the Information Commissioner's Office (ICO) as a Data Controller. You can view the ICO registration by visiting: www.ico.org.uk

East London Speech Therapy is registered as a sole trader. East London Speech Therapy (ELST) delivers independent speech and language therapy to adults in the home or nursing home setting. It is owned and directed by Rebecca Evans, Speech and Language Therapist who is registered with the Health and Care Professions Council (HCPC) and the Association of Speech and language Therapists in Independent Practice (ASLTIP). ELST operates a website at eastlondonspeechtherapy.co.uk.

ELST is committed to protecting the privacy of information provided by clients. ELST is a member of the Information Commissioner's Office (ICO). Under the Data Protection Act 2018 organisations processing personal information are required to be a member of ICO. East London Speech Therapy are aware of data protection obligations and take these responsibilities seriously. This privacy policy is based off the ICO's template for policies relating to data protection.

The type of personal information we collect

We currently collect and process the following information:

- Name, date of birth, address, email address contact details, next of kin details, and medical and social history as disclosed.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To ensure patient centred and patient specific speech and language therapy services are delivered
- To ensure we adhere to appropriate record keeping



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- To liaise with other health professionals as clinically appropriate and or requested by yourself
- To ensure we can contact you and your next of kin as needed
- To ensure we can deliver care at your preferred location
- You may have filled out an enquiry on our website

We may collect this information via spoken or written information from yourself or your next of kin. We may collect social history or information about relevant family members or friends, if you choose to disclose this. This information may be collected via the ELST website or email, telephone, or face to face and us stored and used by us for the purpose of delivering your speech and language therapy services. You are in control of the information you disclose to us.

We may also receive personal information indirectly, from the following sources in the following scenarios:

- If you provide us with your personal or medical records from other sources eg hospital discharge letters. We may include this information in our record keeping if clinically appropriate
- If you provide our details to other health professionals, they may get in contact with me. We will inform you of this if it does occur.

How we use this information

- We use this information to prepare, plan, and provide speech and language therapy services to yourself
- To communicate with you via post, email, telephone, text message in relation to confirming and preparing your appointments, general communication in between appointments, sending you/other health professionals and medics reports and programmes, copying you in to communications with other professionals involved, sending you resources, sending you invoices.
- For clinical audit to assess and improve our service. Results of audits are always presented with all client identities removed.
- For management and administration, for example surnames of clients are included in our password protected accounting database
- Whenever personal identifiers are not needed for these tasks, if possible we remove them from the information we use.
- We may share this information with your GP or other health professionals. We will always get your consent prior to sharing any personal information.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent.

(c) We have a legal obligation.

Our lawful basis for processing personal information



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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 9: Maintain records appropriately

“9.1 keep full, clear and accurate records in accordance with applicable legislation, protocols and guidelines”

For further information the full document can be found at: <https://www.hcpc-uk.org/standards/standards-of-proficiency/speech-and-language-therapists/>

Health organisations must adhere to the 8 Caldicott Principles which ensure that people’s information is kept confidential and used appropriately.

Principle 7: “The duty to share information for individual care is as important as the duty to protect patient confidentiality”

More information is available at: <https://www.gov.uk/government/publications/the-caldicott-principles>

How we store your personal information

Your information is securely stored in a confidential system for the purpose of delivering speech and language therapy service.

We use a secure electronic cloud-based system which is compliant with general data protection regulations. Documents are stored on the electronic cloud based system which is only accessible via a password held by Rebecca Evans.

Documents which contain confidential information such as reports and programmes are also individually password protected from the outset.

Any paper based confidential information such as assessments are stored securely in accordance with Data Protection Regulations.

We keep your personal information outlined above whilst you are receiving services from East London Speech Therapy and for 24 months after. We will then dispose of your information by deleting from our database.

Unless we are required to do so by law, we 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.

Your data protection rights



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Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at eastlondonspeechtherapy@gmail.com with your request.

If you have any further questions about how we use your information, please contact eastlondonspeechtherapy@gmail.com.

Further information about data protection legislation and your rights or to complain about how your data has been stored, please contact the **Information Commissioner's Office** or by calling 0303 123 1113, 9am to 5pm, Monday to Friday

By signing below, I am agreeing to this privacy policy.

Signed: _____

Print Name: _____

Date: _____