



This should be read in conjunction with Chatty Families terms and conditions. We value your privacy and are committed to protecting your personal information.

## Who are we?

Chatty Families is owned and run by Nicola Flood, an independent Speech and Language Therapist, who is registered with the Health and Care Professions Council (HCPC) and a member of RCSLT and ASLTIP. Nicola is a registered data controller with the Information Commissioners Office (ICO). Nicola controls and processes all personal information for Chatty Families. Nicola operates a website at [www.chattyfamilies.co.uk](http://www.chattyfamilies.co.uk)

Chatty Families does not employ agents to process personal data. We do not give or sell client details to any third parties. We only collect data relevant to our role and for accounting purposes.

## Why do we need personal information?

We need information about you and your child/young person to provide you with the best speech and language therapy service we can. We use it to:

- Work out what difficulties your child is having and why
- Plan and provide the right speech and language support for your child
- Monitor your child's progress
- Work with other relevant professionals to support your child as much as possible (e.g. teachers, educational psychologists etc)
- Keep track of decisions we make, why we made them and who we made them with
- Keep in touch with you

## 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) 2018. We cannot adequately deliver a service to your child without processing their personal data.

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.

## What information do we need?

Here are some examples of personal information which may be collected via spoken or written (including email) sources 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.

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- 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/photographs of parent and/or child for assessment and therapy purposes.

You may use the Chatty Families 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 and contact telephone number to enable us to respond to your enquiry. You may add comments or queries which might also contain personal information.

### **Where do we get your information from?**

We will ask you for the information we need to deliver good quality speech and language therapy for your child, as well as collect information when we watch and work with your child. We will also ask you who else is involved with your child, such as teachers, doctors and NHS therapists. We will talk to them about your child and ask for a copy of relevant reports. If we learn about someone else who could give us some useful information, we will discuss this with you before we contact them.

### **Who will we share it with?**

We will share information about you and your child with other professionals you (or your school/early years setting) tell us about. We will only talk about information that is relevant to your child's speech and language therapy. We will share appropriate information with NHS Test and Trace if requested.

We will also share your and your child's personal information with other professionals with safeguarding responsibilities if we have concerns about your safety and/or the safety of your child.

### **Where do we keep personal information?**

We keep personal information about you and your child in the following ways: 1. In a secure cloud-based system called "Write Upp"; 2. In password protected electronic documents; 3. Stored in a locked cabinet (ongoing assessment forms); 4. Microsoft Outlook (email address); 5. Electronic audio/video files are stored on a password protected, dedicated business laptop (only as long as required for assessment/therapy). We store and share all information as securely as possible to maintain your confidentiality. Written reports are sent and received electronically using encrypted email systems (Proofpoint, Egress) or by post. The video-conferencing platform "Zoom" is used for teletherapy (online therapy) and some meetings. Personal data is not stored on Zoom but audio/video-recordings may be made in this platform, with permission, and are automatically saved as files, stored as stated above. Additional platforms agreed/requested by parents/guardians may be used occasionally for communication or transferring data (e.g. What's App, Dropbox). Data in such platforms will be deleted or transferred for storage (as 1, 2 or 5 above) as soon as practical.

### **How long do we keep it for?**

We will keep personal information about you and your child until your child is 25 years old, or 26 years if he or she was 17 years old when we stopped therapy. After this, the information will be destroyed securely. This is in line with guidelines from the Information Governance Alliance.

**Your rights**

- You can ask us for a copy of your child's personal information. This is called a subject access request. We must respond within 1 month to any requests
- You can ask for your child's record to be amended if you believe that it is wrong
- In some circumstances, you can ask for data to be deleted
- In some circumstances, you can ask to restrict our use of data
- In some circumstances, you can object to us using your data
- You will be able to see subsequent versions of this privacy notice at [www.chattyfamilies.co.uk](http://www.chattyfamilies.co.uk)

**Who can we contact for more information/questions?**

You can contact Nicola Flood via:

- Email: [nicola.flood@chattyfamilies.co.uk](mailto:nicola.flood@chattyfamilies.co.uk)

**Complaints**

Please raise any concerns regarding record keeping, data processing and data security directly with the Data Controller (see page 1) in the first instance. If it is not possible to resolve a concern directly, then please contact the Information Commissioner's Office (ICO):

Online reporting: <https://ico.org.uk/concerns/>

Telephone: 0303 123 1113