

# **PRIVACY POLICY**

## **Who Is Rachel Sievers**

I (Rachel Sievers) am an independent speech and language therapist, operating as a sole trader. I provide speech and language therapy to children at home or in school/college and to adults at private consulting rooms in Brighton or at their place of work.

I am registered with the Health Professions Council (<https://www.hcpc-uk.org/>). It is a legal requirement for all speech and language therapists to be registered with the Health and Care Professions Council. The HCPC has clear standards for conduct, performance and ethics to which its registrants must adhere, including information on how personal information should be used and shared.

I am committed to protecting the privacy of information provided by my clients. I am registered with the Information Commissioner's Office (IC) as a Data Controller. My lawful basis for processing and storing personal information is one of 'legitimate interest' (under article 6 of the General Data Protection Regulations – GDPR). I cannot effectively provide a service to you/your child without processing their personal information. As it is both a necessity for my service delivery and of benefit to you/your child that I have 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 professions 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.

I operate a website at [www.brightonspeechtherapist.co.uk](http://www.brightonspeechtherapist.co.uk).

## **Collection of Personal Information**

Information about you or your child may be collected via spoken or written information from you or parents/carers. With your consent/parental consent, information may also be collected from other professionals working with you or your child (e.g. teachers, tutors, NHS speech and language therapists, occupational therapists, educational psychologists, doctors). I may collect information about family members where this relates to you/your child – e.g. contact details for parents/next of kin and relevant medical or developmental history.

You may use my website without providing any personal information. However, if you contact me initially by phone or email, I will ask you for contact details, your name and some background information on your reason for contacting me.

If your enquiry does not result in you/your child being seen by me then this personal information will be destroyed once your enquiry has been dealt with.

The website contains links to other internet sites which are outside my control and are not covered by this privacy policy. I am not responsible for data which you provide through any such linked websites.

## **Why and How I Use Personal Information**

Personal information collected by me via my website, email, telephone or face-to-face is stored by me for the purpose of delivering you/your child's speech and language therapy. This is required by HCPC as well as being vital for effective therapy.

These are stored in a secure and confidential system and processed in confidence by me and will only be used for the purposes of providing speech and language therapy services to you/your child.

With your consent, information about you/your child's speech, language and communication needs will be shared with other professionals involved in you/your child's care, when this is in your/your child's best interests. This is required by the Health

Professions Council as well as being vital for effective speech and language therapy. A record of your consent for this is kept with you/your child's casenotes.

Unless I am required to do so by law will not disclose any personal information collected to any person other than those set out above.

Information on client location may be shared with a trusted person to ensure my personal safety when attending appointments. I do not give or sell client details to third parties. However, I may pass on client contact details if referring the client to another speech and language therapist. The client will be asked for written permission to do this.

I use your information for the following:

1/ To prepare, plan and provide speech and language therapy services relevant to you/your child's needs.

2/ To communicate with you via post, email, telephone and mobile phone text messages in relation to:

- confirming and preparing appointments;
- discussion and advice between appointments;
- sending reports and programmes to you;
- copying you in to communications with other professionals involved with you/your child (your child's initials rather than name will be used in emails);
- sending you resources;
- send you invoices.

3/ For clinical audit to assess and improve my service. Results of audits are presented with all client identities removed.

4/ For discussion at confidential clinical supervision sessions.

Whenever personal identifiers are not needed for these tasks I will remove them from the information I use.

## **How I Store Personal Information**

All information about you/your child and their speech and language therapy is stored securely in my systems to ensure I have a complete record of my service to them.

I use a paper-based system for my client files – these include the client’s personal details, casenotes, assessments, sessions plans, my reports, reports from other professionals. These are stored securely in a locked filing cabinet. This is compliant with Data Protection Regulations.

Digital versions of reports and therapy plans are stored under a secure password-protected system on my personal computer.

Emails regarding the client are kept in my password-protected work email account and deleted as soon as they are no longer part of an ongoing correspondence.

Voice and video recordings may be made for assessment and therapy purposes. Voice recordings are deleted once they have been transcribed and the recorder is kept in a locked filing cabinet between sessions. Audio recordings of adult clients are taken on the client’s own phone, wherever possible. Videos are made on the therapist’s phone or video camera and removed once they have been copied to a secure file on the therapist’s computer, within 24 hours. There is a recording consent clause in the Agreement Form signed before therapy has begun.

The minimum amount of confidential information will be taken out of the Speech and Language Therapist’s office base for speech and language therapy sessions or meetings. When taken out it will be kept with the therapist at all times or kept temporarily in the Speech and Language Therapist’s locked car boot.

In accordance with the Law, all records will be kept securely until a client is 25 years old or within 6 years of the completion of an adult client's treatment. These will be destroyed through a secure process.

### **How To Access Your/Your Child's Records**

You can request to see the information I hold about you/your child by writing to me at the address at the top of this document. This will be provided free of charge and within 30 days of receipt of your written request.

As an individual or as a parent data protection legislation gives you the right to copy the information I hold about you/your child and to ask for it to be amended if you believe it is wrong.

Please contact me if you have any questions about this policy.

Further information about data protection legislation and your rights is available from the Information Commissioner's Office at <https://ico.org.uk/>.

*This privacy policy will be reviewed on an annual basis.*

Rachel Sievers  
Independent Speech and Language Therapist  
PG Dip CCS, Reg HCPC, Member RCSLT, Member ASLTIP