

## **Giving you a Voice Speech and Language Therapy Practice Privacy Policy and Consent Form**

Please read the following information carefully to understand how your personal data and information that is gathered is recorded, stored and shared in line with GDPR and all applicable UK data protection legislation and regulations. This policy ensures that we comply with the relevant aspects of the Data Protection Act 1998, the Freedom of Information Act 2000 and the General Data Protection Regulation (GDPR – Regulation (EU) 2016/679).

In line with the principles of GDPR

We shall ensure that your information will be:

- Fairly and lawfully processed
- Processed for a lawful purpose
- Adequate, relevant and not excessive
- Accurate and up to date
- Not kept longer than necessary
- Processed in accordance with your rights
- Secure
- Not transferred to other countries without adequate protection

The Company is registered with the Information Commissioners Office (ICO) and will ensure that data protection regulations are complied with.

### **Types of information we may collect from you and how they are recorded and stored:**

Personal information such as your name, date of birth, address, GP, email address, telephone number will be requested as you book an initial assessment. Sensitive personal data may also be collected. You will be asked to sign our privacy policy to give your consent to allow us to process and store your information. Further medical and relevant case history information will be gathered by your Speech and Language Therapist at the initial consultation or telephone enquiry and at initial and ongoing assessment to provide you with a comprehensive and appropriate Speech and Language Therapy Service. The assessment will be recorded in a report. Treatment sessions or review sessions will be recorded in clinical records and will not be shared without your consent. Clinical records will be maintained in line with professional and legal regulations.

### **Information our website collects about you:**

Our website uses an online booking system to book initial consultancies. We store and retain the information you give us on our website using a cloud-based database. The information is transferred securely from your device to our server using SSL and end-to-end encryption. It is then stored securely on a password protected database.

## Cookie Policy

### What Are Cookies

As is common practice with almost all professional websites this site uses cookies, which are tiny files that are downloaded to your computer, to improve your experience. This page describes what information they gather, how we use it and why we sometimes need to store these cookies. We will also share how you can prevent these cookies from being stored however this may downgrade or 'break' certain elements of the site's functionality.

For more general information on cookies, please read "What Are Cookies".

### How We Use Cookies

We use cookies for a variety of reasons detailed below. Unfortunately, in most cases, there are no industry standard options for disabling cookies without completely disabling the functionality and features they add to this site. It is recommended that you leave all cookies on if you are not sure whether you need them or not in case they are used to provide a service that you use.

### Disabling Cookies

You can prevent the setting of cookies by adjusting the settings on your browser (see your browser Help for how to do this). Be aware that disabling cookies will affect the functionality of this and many other websites that you visit. Disabling cookies will usually result in also disabling certain functionality and features of this site. Therefore, it is recommended that you do not disable cookies.

### The Cookies We Set

#### Forms related cookies

When you submit data to through a form such as those found on contact pages or comment forms cookies may be set to remember your user details for future correspondence.

#### Site preferences cookies

To provide you with a great experience on this site we provide the functionality to set your preferences for how this site runs when you use it. In order to remember your preferences, we need to set cookies so that this information can be called whenever you interact with a page is affected by your preferences.

### Third Party Cookies

In some special cases we also use cookies provided by trusted third parties. The following section details which third party cookies you might encounter through this site.

This site uses Google Analytics which is one of the most widespread and trusted analytics solution on the web for helping us to understand how you use the site and ways that we can improve your experience. These cookies may track things such as how long you spend on the site and the pages that you visit so we can continue to produce engaging content.

For more information on Google Analytics cookies, see the official Google Analytics page. You can find the link here: <https://developers.google.com/analytics/devguides/collection/analyticsjs/cookie-usage>

The Google AdSense service we use to serve advertising uses a DoubleClick cookie to serve more relevant ads across the web and limit the number of times that a given ad is shown to you.

For more information on Google AdSense see the official Google AdSense privacy FAQ.

We also use social media buttons and/or plugins on this site that allow you to connect with your social network in various ways. For these to work the following social media sites including; Facebook and Facebook Messenger will set cookies through our site which may be used to enhance your profile on their site or contribute to the data they hold for various purposes outlined in their respective privacy policies.

### **How we may use the information we collect:**

Information will be recorded accurately and to the minimum amount of detail that is absolutely necessary. Client notes from treatment review sessions or reviews will be recorded, accurately, contemporaneously and all data will be stored securely either electronically or in paper form. Records will be retained for as long as they are needed, in line with legal requirements, and will be destroyed after the required retention period. Your personal information will not be used for marketing without your prior consent.

### **Disclosure of Personal Information**

Personal information you share with us by email will be requested to be encrypted so that it is secure.

Personal Information and sensitive data will only be shared with relevant professionals such as G.P, consultant, other relevant health professionals or external agencies (where necessary) with your written and verbal consent. If it is not possible to gain written consent from yourself, it can be given in best interests by your family or carer.

If you are making a claim to pay for your treatment through a health insurer, they will require us to share information. It will not be possible to process your claim without this but if requested you may ask to see any information or reports before they are shared.

Some anonymised data may be used to ensure that a quality service is being provided.

### **Your rights to access to your personal data**

You have the right to ensure that your data is being processed in line with legislation. You can request to see your electronic records, personal information, reports, treatment notes etc, however, a written request must be made with enough notice given.

We will aim to respond to any such written requests as soon as is possible and, in any event, within 30 days for access to records and 21 days to provide a reply to an access to information request. There will be no charge for this initial copy of your information.

### **Accuracy**

We aim to maintain accurate clinical records. We ask you notify us of any changes to information held about you and you have the right have inaccurate data corrected or erased. This does not apply where there is a legal requirement to retain records of corrections or mistakes in the interest of all parties to which they apply, and clinical records cannot be altered.

### **Monitoring Data Protection**

We will conduct a GDPR Risk Assessment annually.

An annual data processing and information audit will be conducted to document the

- Type of information the Company holds
- Where the data is being stored
- How data is being processed
- Whether the data is being collected and stored in accordance with our policies
- Records of Consent
- Records of data breaches

### **Consent Form**

I understand that personal information that is gathered about me will be recorded with the minimum amount of information required to provide an accurate reflection of the information gathered. I understand that this information will be stored securely either electronically or in paper form and when records have been retained for the required retention period they will be destroyed. I understand that personal information will only be shared with relevant professionals if absolutely necessary and that consent will be obtained. I understand that some anonymised data may be used to ensure a quality service is delivered. I understand all the above and consent to my information and data being used in the ways described in this privacy policy.

Name:

Signature:

Date

Name:

Best interests' signature:

Date: