



Privacy Policy

Speechlinc will process your data in accordance with The General Data Protection Regulation (GDPR) 2018. The purpose of this privacy policy is to inform you about the way Speechlinc collects, uses and protects your information. Speechlinc is committed to respecting and protecting the privacy of its clients. Below is an overview of how this is done.

Who we are

Michelle Baynham is an Independent speech and language therapist, registered with the Health and Care Professions Council (HCPC). Michelle is the owner of Speechlinc, which delivers independent speech and language therapy in the home and / or school.

Speechlinc operates a website for information purposes only at www.speechlinc.com

Information we collect

Information about your child may be collected via spoken or written information from parents, carers and guardians. With parental consent, information may also be collected from other professionals working with your child. Information about family members will also be collected, such as contact details for parents and relevant medical or developmental history for your child.

You may use the Speechlinc website without providing any personal information. The website includes links to other relevant internet sites, which are outside Speechlinc's control and are not covered by this privacy policy. Speechlinc is not responsible for data which you provide through any such linked websites.

How the information is used

Personal information is collected by Speechlinc via email, telephone, post or face to face, and is stored and used by Speechlinc, for the purpose of delivering your child's speech and language therapy.

Speechlinc uses this information to:

- 1) prepare, plan and provide speech and language therapy services appropriate for your child's needs

- 2) To communicate with you via post, telephone, text and email in relation to appointments, sending you reports, sharing session information, copying you into communications with other professionals and sending resources.
- 3) For clinical audits to assess and improve our service. Results are anonymised.
- 4) For management and administration, such as invoices.

With your consent, information about your child's speech and language therapy needs will be shared with other professionals involved in your child's care (i.e health visitors, medical professionals, NHS speech and language therapists, educational staff). Information will be shared when it is in your child's best interests. A record of your signed consent and preferred sharing methods is stored with your child's case notes.

Personal details are stored in a secure and confidential system and processed in line with regulations. Information held is solely used for the purpose of delivering appropriate speech and language therapy services.

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

Speechlinc does not employ agents to process data. Information is not sold or given to any third parties.

How we store personal information

All information about your child is stored securely in Speechlinc systems to ensure that there is a complete record of the therapy service to your child. Speechlinc uses a secure electronic cloud based system, called WriteUpp, which is GDPR compliant.

Reports and programmes are password protected and encrypted via PDF and initially stored on a laptop, which is password protected with two step verification. Data is backed up to an Apple Time Capsule, which is encrypted and password protected. Documents are then uploaded to WriteUpp. Any paper based confidential information, such a formal assessments are stored securely, in accordance with Data Protection Regulations.

In accordance with HCPC, all records are kept securely until your child's 25th birthday. After this time, all records relating to your child will be destroyed.

How we share your information with other organisations

With your signed permission, reports will be shared between yourself and the school SENCO. Reports will be either delivered by hand, or with your consent, they may also be emailed. Any emails are sent via speechlinc@gmail.com Thereby offering end to end

encryption. Reports are encrypted, password protected and sent as a PDF. Emails from Speechlinc will not disclose full names. Speechlinc is not responsible for the information shared by others in emails.

How you can access your information

You can access the information Speechlinc hold's about you, by writing to Michelle at the above address. Please apply in writing so that signatures can be compared against records. A copy of your child's records is provided via the WriteUpp access service.

Meeting our professional obligations

It is a requirement that all speech and language therapists are registered with Health care Professions Council, HCPC. The HCPC sets standards of conduct, performance and ethics, which all registrants must adhere to. These standards affect the way Speechlinc processes and shares information, specifically :

Standard 2: Communicate appropriately and effectively

“you must share relevant information, where appropriate, with colleagues involved in the care, tenement or other services provided to a service user”

Standard 10: Keep records of your work

“you must keep full, clear, accurate records for everyone you care for, treat or provide services too. You must complete all records promptly. You must keep records secure by protecting them from loss, damage or inappropriate access.

Michelle Baynham is registered with the information commissioners Office (ICO) as a data controller. The registration can be viewed at www.ico.org.uk

Lawful basis to process personal information

Speechlinc's lawful basis for processing and storing personal information is one of “legitimate interest” (Article 6 of GDPR) Speechlinc can not deliver a service to your child, without processing personal information. As it is both a necessity for Speechlinc's service delivery and of benefit to you child, Speechlinc has a legitimate interest to process and store your personal information.

Your rights

GDPR gives you the right to have a copy of the information Speechlinc holds about you and your child and the right to have records amended, if you believe them to be wrong.

Our responsibility

Speechlinc is committed to maintain the security and confidentiality of your child's records. Speechlinc actively implements and maintains security measures to ensure information is safe.

Speechlinc will not release personal information to third parties, unless required to do so by law.

If you have any questions regarding how Speechlinc users your data, please contact Michelle. speechlinc@gmail.com. mobile 07753727728