Jenny Manton
BSc (Hons), Cert. MRCSLT, MASLTIP, HCPC Reg

Independent Speech and Language Therapist

E. info@chattycherubs.co.uk

Privacy Notice

Who I am

Chatty Cherubs is run and owned by myself (Jenny Manton), Independent Speech and Language Therapist. I provide Independent Speech and Language Therapy to pre-school and primary aged children in their homes and educational settings.

I am registered with the Health and Care Professions Council (HCPC), Royal College of Speech and Language Therapists (RCSLT) and The Association of Speech and Language Therapists in Independent Practice (ASLTIP). I am also a registered Data Controller with the Information Commissioner's Office (ICO).

The website is https://www.chattycherubs.co.uk
The social media pages are https://en-gb.facebook.com/chattycherubs/
https://twitter.com/chattycherubs

Collection of personal information

Information obtained from parents/carers may be received verbally or by written information. Information can include:

- A referral form which contains up to date contact information and concerns regarding your child's speech, language and communication completed prior to the initial appointment
- Case history including medical and developmental information completed with yourself at the initial appointment
- Consent form
- A copy of my terms and conditions signed by yourself
- Case notes which are written after each appointment/therapy session
- Reports, therapy targets and programmes
- Invoices and receipts
- Email correspondence containing your email address regarding your child
- Photographs you have provided me with as part of therapy in order to make resources
- Some parents/carers are happy to scan reports from other professionals and email them to me. Please be aware that this is done at your own risk and consider the sensitivity of the information you are sending before doing so as email is not a 100% secure method of communication
- Your telephone number and text message correspondence which is stored on a password protected mobile phone under parents/carers name

Verbal and/or written information may be received by other professionals involved in the care of your child with your consent which may include reports and therapy targets.

You may use the Chatty Cherubs website without providing any personal data. The website and social media pages contain links to other websites which are out of my control and are not covered by this privacy notice. I am not responsible for any data which you are provided with through websites which are linked.

If an enquiry is received by a parent/carer and the child is not taken on as a client, personal information will be deleted. If the child is taken on as a client, information will be added to their file.

The purpose of processing

Information received is held and processed for the specific and legitimate purpose of assessment and therapy for your child. It is limited and relevant to Speech and Language Therapy Practice.

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Information is processed in order to:

- Plan, prepare and provide assessment and therapy which is relevant for your child's speech, language and communication needs
- Write reports, therapy targets and programmes
- Communicate with you via telephone, post, email and text message regarding:
  - confirming and preparing sessions
  - general communication in between sessions
  - sending you advice and/or resources
  - sending you reports, therapy targets and programmes for your child (in a password protected PDF document if via email)
  - copying you into and forwarding email correspondence with other professionals involved in your child's care (using your child's initials or first name)
  - sending you invoices and receipts

This information is confidential. With your consent, information regarding your child's speech, language and communication needs and input for your child can be shared with other professionals who are involved in the care of your child. A copy of your consent will be kept in your child's file.

Unless there is a legal obligation, I will not disclose any personal information other than discussed above.

Your details are not given or sold to third parties and no agents will process the data.

I have a clinical will. A nominated person will therefore have access to client data in the event of my death or incapacity for the purposes of continuity, safeguarding, transfer, or closure of care.

How information is stored

Information is stored in a paper format in files which are kept in a locked filing cabinet. Information including reports, programmes and invoices are held in password protected documents on an encrypted laptop. Information is backed up onto an encrypted external hard drive. Parents/carers telephone numbers and text message correspondance are stored on a password protected mobile phone.

For the purpose of therapy, videos may be taken of clients with parent/carer consent. These are temporarily saved on a password protected tablet. These may then be viewed by myself in order to make notes in a child's file within 24 hours of the child's session after which the videos will be deleted.

All information will be held and processed in line with the General Data Protection Regulation 2018 (GDPR). I regularly review and, where necessary, update my privacy information.

The lawful basis for the processing

Legitimate interests

In accordance with the GDPR, processing of personal data is necessary for purpose of the legitimate interest of providing Speech and Language Therapy input for your child. This is so that I can ensure that I am providing the most accurate, appropriate and relevant service to target their needs which cannot be done without holding and processing their personal data.

Categories of personal data obtained and special condition

Information obtained is considered to be under special category data. This means that the data is sensitive as it includes information regarding health. The special condition for processing the data is that 'processing is necessary for health or social care purposes.'

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The retention period for the personal data
Information will be kept until your child's 25th birthday after which will be destroyed.

Individual's rights
The GDPR gives individual's rights, including:

- You have a right to access your personal data
- You have a right for inaccurate personal data to be rectified or completed if incomplete
- You have the right to erasure of personal data
- You have the right to restrict processing
- You have the right to object

However, in order to comply with legal obligations because of professional codes of practice, it may not be possible to erase data or restrict processing.

Requesting to access personal data
Information will be provided within one month of receipt of the request. The request must be made in writing in order to make a subject access request. A copy of the information will be provided free of charge. Where requests are unfounded or excessive, a charge will be made for administration costs of providing the information. A charge can also be made for requests for further copies of the same information. The identity of the person making the request will be verified.

The right to withdraw consent
Where I have obtained your consent to liaise and share information with other professionals, video and photography of your child for therapy purposes, presence of Speech and Language Therapy students/prospective students in sessions, to contact parents/carers via text message, to contact parents/carers and other professionals via email and send correspondence via email in a password protected PDF document, this can be withdrawn at any time. Withdrawal of consent must be given in writing.

However if there is a legal obligation, consent can be overridden to share relevant information with professionals.

Data breach
In the event of a breach of data security I will notify my clients and the ICO within 72 hours of the discovery of the breach.

You have the right to complain to the ICO if you think there is a problem with the way your data is handled. I encourage a complaint to be made directly to myself before contacting the ICO.

If you have any questions regarding how your data is processed, please contact info@chattycherubs.co.uk

For further information please contact the ICO.
Phone number: 0303 123 1113
Website: www.ico.org.uk

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How to complain

If you have a data protection complaint, please submit your complaint via email to info@chattycherubs.co.uk or to make a complaint over the telephone please call 07900566595. Evidence or supporting information can be submitted with your complaint to help with the investigation. This might include copies of previous correspondence or a timeline of events. Proof of ID such as birth certificate or photo ID may be required to verify your identity. Someone may make a complaint on behalf of another person such as a family member or solicitor. Evidence to check that they are authorised to act on the other person's behalf will be required, such as an appropriate power of attorney or a signed letter of authority from the person they are acting on behalf of. Receipt of the complaint will be acknowledged within 30 days. You will be kept informed of progress of the investigation and the outcome will be explained.