



Chatty Chipmunks Privacy Policy

Who are we?

Chatty Chipmunks delivers independent speech and language therapy to children in hired community spaces and/or educational settings. It is owned and directed by Samantha Jones Speech and Language Therapist (SLT), who is registered with the Health and Care Professions Council (HCPC) and a member of the Royal College of Speech and Language Therapists (RCSLT) and the Association of Speech and Language Therapists in Independent Practice (ASLTIP).

Chatty Chipmunks operates a website at <https://chattychipmunks.co.uk/>.

Chatty Chipmunks is committed to protecting the privacy of information provided by clients.

Collection of personal information

Information about your child may be collected via spoken or written information from parents/carers and observations. With parental consent, information may also be collected from other professionals working with your child (such as health visitors, nursery or teaching staff, childminders, NHS Speech and Language Therapist etc). Information about family members may be collected via spoken or written information from parents/carers where this relates to your child e.g. contact details for parents and relevant medical or developmental history.

You may use the Chatty Chipmunks website without providing any personal information. However, if you wish to make an enquiry via the website, you are requested to provide relevant contact details, such as your name, e-mail 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. If your enquiry does not result in your child being seen by Chatty Chipmunks then this personal information will be deleted once your enquiry has been dealt with. If your child is subsequently seen by Chatty Chipmunks these details may be added to their personal record.

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

You may also contact me via Facebook messenger on my Facebook business page. These details will be added to your child's personal record if they are subsequently seen for assessment. The therapist cannot be held accountable for Facebook's security systems and any loss of data via this contact method.

Our use of personal information

Personal information collected by us via the Chatty Chipmunks website, Facebook page/messenger, email, telephone or face to face, is stored and used by us for the purpose of delivering your child's speech and

language therapy.

Any sensitive personal details are stored in a secure and confidential system, either on a password-protected laptop, password-protected memory stick, locked filing cabinet or a secure online cloud-based management software called "WriteUpp". It shall only be used for the purposes of delivering appropriate speech and language therapy services to your child.

With your consent, information about your child's speech and language needs will be shared with other professionals involved in your child's care, when it is in your child's best interests. A record of your consent is kept within your child's casenotes.

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

How we use personal information

We use this information:

- To prepare, plan and provide speech and language therapy services appropriate for your child's needs
- To communicate with you via post, email, telephone and SMS in relation to:
 - confirming and preparing for appointments
 - general communication in between appointments
 - sending you reports and programmes for your child (always password-protected)
 - copying you in to communications with other professionals involved with your child (your child's initials rather than full name will be used in emails)
 - sending you resources
 - sending you invoices and receipts
- For clinical audit to assess and improve our service. Results of audits are always presented with all client identities removed.
- For management and administration, for example names of clients are included in our password-protected caseload database.

Whenever personal identifiers are not needed we remove them from the information we use.

How we store personal information

All information about you, your child and their speech and language therapy is stored securely in our systems to ensure that we have a complete record of our service to them. We use a secure online management software called "WriteUpp" which is compliant with general data protection regulations (GDPR). Prior to being uploaded to this system documents are temporarily stored on a laptop which is only accessible via a password held solely by Samantha Jones. Documents which contain confidential information such as caseload spreadsheets and reports are also individually password-protected. Any paper-based confidential information such as assessments are stored securely in accordance with Data Protection Regulations.

Videos may be taken of clients with parental consent. These are temporarily stored on a password-protected laptop. These may then be viewed by the SLT in order to make notes in a client record within 24 hours of the child's appointment. The video is usually deleted, unless discussed and agreed with you in advance that it may be kept for reviewing goals at the end of a block. Videos can also be sent to us by a secure method of your choosing. The videos will be deleted once they have been used and no copies are retained.

The minimum amount of confidential information will be taken out of the Speech and Language Therapist's base. When your child's information is taken out it will be kept with the Speech and Language Therapist or will be locked in the boot of the Speech and Language Therapist's car (whichever is deemed to be the most secure at that time).

In accordance with law, all records will be kept securely until your child is 25 years old. After this time all records relating to your child will be destroyed.

Our lawful basis for processing personal information

We process and store personal information to comply with our legal obligations.

It is a legal requirement for all Speech and Language Therapists to be registered with the Health and Care Professions Council (HCPC). The HCPC has clear standards of conduct, performance and ethics that all registrants must adhere to.

These standards affect the way in which we process and share information. Specifically:-

Standard 2: Communicate appropriately and effectively: "You must share relevant information, where appropriate, with colleagues involved in the care, treatment or other services provided to a service user."

Standard 10: Keep records of your work: "You must keep full, clear, and accurate records for everyone you care for, treat, or provide other services to. You must complete all records promptly and as soon as possible after providing care, treatment or other services. You must keep records secure by protecting them from loss, damage or inappropriate access."

For further information the full document can be found at: <https://www.hcpc-uk.org/standards/standards-of-conduct-performance-and-ethics/>.

The Data Protection Act 2018 and General Data Protection Regulations 2018

The Data Protection Act 2018 and The General Data Protection Regulations 2018 lay down wideranging rules, backed up by criminal sanctions, for the processing of information about identifiable, living individuals. It also gives individuals certain rights in relation to personal data held about them by others.

Samantha Jones is registered with the Information Commissioner's Office (ICO) as a Data Controller. You can view her ICO registration by visiting: <https://ico.org.uk/ESDWebPages/Entry/ZB316536>.

Our responsibilities

We are committed to maintaining the security and confidentiality of your child's record. We actively implement security measures to ensure their information is safe, and audit these regularly.

We will not release your personal details to any third party without first seeking your consent, unless this is allowed for or required by law.

We are constantly working to ensure compliance with current data protection regulations.

Your rights

Data protection legislation gives you, the parent, various rights. The most important of these are as follows:

- You have the right to a copy of information we hold about your child.
- You have the right to ask for your record to be amended if you believe that it is wrong.

How to access your child's records

You can access the information we hold about you by writing to us and attaching a copy to the following email address: sam@chattychipmunks.co.uk. Please apply in writing so that we receive an original signature to compare against the records we hold.

A copy of your child's records is provided free of charge.

We will provide access to your child's records within 30 days of receipt of all necessary information.

If you have any further questions about how we use your information, please contact sam@chattychipmunks.co.uk.

Further information about data protection legislation and your rights is available from the Information Commissioner's Office or by calling 0303 123 1113, 9am to 5pm, Monday to Friday.