

## **Privacy Notice**



Talking Lab speech and language therapy is an independent therapy service that provides a variety of services including assessments, indirect therapy, creating visual communication supports and training across Hampshire and surrounding counties. Our Privacy Notice sets out what information we gather and how we use it. The Data Protection Act 1998, Human Rights Act 1998 and General Data Protection Regulation 2018 (GDPR) inform how we do this. Alongside this, our therapists are all registered with the Health and Care Professions Council (HCPC) and Royal College of Speech and Language Therapists (RCSLT) who also lay out procedures that we must follow when processing personal information. We are also registered with ICO (Information Commissioner's Office).

Information you share with us will be kept confidential unless you indicate otherwise, or in the event of us having concerns about an individual's safety and welfare.

### **1. What information we hold**

Personal information is collected and held securely. Examples of this information are:

- Name, date of birth, education setting, address, contact details
- Family members, family history, early developmental history
- Skill development, assessment information and results, reports
- Reports and records from other professionals (Education Health and Care Plans, letters, emails)
- Details of assessment, intervention, meetings and communications are recorded in 'patient notes' or care records, as required by the HCPC.

### **2. Where we gather information from**

Information is gathered from various platforms including:

- Emails, phone calls, texts, WhatsApp messages
- Facebook (messenger, page comments, posts to our page)

- Forms provided by us (e.g., Pre assessment forms, Case history forms)
- Reports, letters and documents from other professionals
- Communications with other professionals (where consent has been gained)
- Contact form on Talking-Lab.com

### **3. Why we hold information**

- We are required to hold personal information relevant to clients. It is a requirement of being a healthcare professional to keep accurate and up to date records (HCPC, RCSLT).

### **4. How we use information**

- To inform decisions about assessment and intervention
- To ensure therapy is safe and effective
- To work effectively with other organisations where consent is provided
- To monitor and review services
- To provide services that are desired, effective and safe
- To keep individuals safe

### **5. How we hold information**

- We use a secure encrypted system to store electronic information. Paper documents with personal information on are stored in locked areas. We use a secure method of electronically sending reports and documents containing personal information.
- Information is also shared with us via email, social media, and other methods. These systems aren't 100% secure, however, by communicating with us using these methods, implied consent is given to use these less secure options for quick communication.
- We hold medical records (client notes, reports, assessments, communications) until a child's 25<sup>th</sup> birthday. After this time, the records may be securely destroyed.

### **6. Sharing your information: Consent**

- Personal information is kept confidential. We will never sell or rent personal information. For us to work safely and effectively, we ask for consent to speak to relevant agencies involved with a child or adult. These agencies can include, but are not limited to, schools, NHS teams, education teams, social care teams and other professionals involved with the child. Parents or carers of children under 16 years old will be provided with our terms and conditions, which highlights that if signed, parents and carers agree to the consent of the therapist speaking to external agencies. Consent will also be requested either verbally or written alongside the terms and conditions document. Consent can be withdrawn at any time in writing.
- We have a duty of care to report any safeguarding concerns to the relevant professionals under the Children's Act 1989 and 2004. We use the procedures as outlined by the Portsmouth Safeguarding Children's Board, Hampshire Safeguarding Children's Partnership and West Sussex Safeguarding Children's Partnership. Whenever possible we will notify you before doing so unless we believe that this would increase the risk towards a child.

## **7. Your Rights**

- We always try to keep families who use our services updated. Reports are always sent to those who have parental responsibility for the child.
- Under GDPR you have the right to be informed, access information and rectify any errors in information. We will provide the information in a commonly used format such as an email, PDF or word document.

## **8. Subject access request**

- Under the Data Protection Act 1998, you can make a subject access request to see information that an organisation holds relating to you. For children, this information belongs to the child, regardless of age. If a child is able to understand their rights, we will respond to the child. The welfare of the child will be at the centre of our decision making.

- If you would like to make a subject access request, please write to us stating clearly that you wish to do so. We will respond within 30 days. If we refuse a request, we will tell you why. You have the right to complain as laid out below.

## **9. Updates**

- We reserve the right to modify this Privacy Notice at any time. Our current Privacy Notice can be found on our website and updates can be found there.

## **10. Making a complaint**

- If you have any concerns with the way we process personal information, please contact us in the first instance: [lucy@talking-lab.com](mailto:lucy@talking-lab.com). If we are unable to resolve this, please contact ICO <https://ico.org.uk/concerns/>

## **11. Contact details**

- For further information, you can contact us in the following ways:

**Email:** [lucy@talking-lab.com](mailto:lucy@talking-lab.com)  
[sophie@talking-lab.com](mailto:sophie@talking-lab.com)

**Address :** Talking Lab  
Basepoint Waterlooville  
Waterberry Drive  
Waterlooville  
PO7 7TH

References:

- Health and Care Professions Council, 2020. Confidentiality – guidance for registrants <https://www.hcpc-uk.org/standards/meeting-our-standards/confidentiality/guidance-on-confidentiality/>  
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- Health and Care Professions Council, 2023. Standards of proficiency: Speech and language therapists <https://www.hcpc-uk.org/standards/standards-of-proficiency/speech-and-language-therapists/>

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- Information Commissioner's Office, 2018. Preparing for the General Data Protection Regulation (GDPR): 12 Steps to take now.

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- Information Commissioner's Office, 2017. Subject access code of practice. <https://www.huntonprivacyblog.com/wp-content/uploads/sites/28/2013/09/UK-subject-access-code-of-practice.pdf>

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- Information Commissioner's Office, 2017. How to disclose information safely <https://ico.org.uk/media/for-organisations/documents/2021/2619016/how-to-disclose-information-safely-20201224.pdf>

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- Royal College of Speech and Language Therapy (RCSLT), 2016. Keep records <https://www.rcslt.org/wp-content/uploads/media/Project/RCSLT/rcslt-guidance-to-help-members-adhere-to-hcpc-standards.pdf>

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