



**Speech & Language Therapy  
Across Sussex**

### Who we are

slt4me is an Independent Speech & Language Therapy Service owned and directed by Neil Gordon, a fully qualified Speech & Language Therapist registered with the Health & Care Professions Council (HCPC), the Royal College of Speech and Language Therapists (RCSLT) and the Association of Speech and Language Therapists in Independent Practice (ASLTIP).

slt4me delivers independent speech and language therapy to children, young people and adults in their home and in clinic and/or educational settings.

It is a legal requirement for all Speech and Language Therapists to be registered with the Health and Care Professions Council (HCPC). The HCPC sets out clear standards of conduct, performance and ethics that all registrants must adhere to. For further information the full document can be found at: <https://www.hcpc-uk.org/standards/standards-of-conduct-performance-and-ethics/>

Neil is a registered Data Controller with the Information Commissioners Office (ICO). Neil controls and processes all personal information for slt4me. You can view our ICO registration by visiting:

slt4me is committed to protecting the confidential information and privacy of their clients.

slt4me operates a website at [www.slt4me.co.uk](http://www.slt4me.co.uk).

## Collection of Personal Information

The following list provides some examples of personal information that may be collected:

- Client's name, date of birth, home address, medical history, education details, speech and language history, developmental milestones.
- Parent or carer names, phone numbers, email addresses, home address, details of any speech, language or learning difficulties.
- Family structure details.

slt4me will collect personal information by written and spoken forms of communication (e.g. face-to-face discussions, phone calls, emails, website enquiries). Information is collected from parents/carers and, with parent/carer consent, information will be collected from professionals and other people known to the client such as teachers, nursery staff and NHS Speech and Language Therapist. slt4me will only collect information that is relevant or required to provide Speech & Language Therapy Services.

You may use the slt4me 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, email 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 you are subsequently seen by slt4me these details may be added to the client's personal record. If your enquiry does not result in being seen by slt4me then this personal information will be deleted once your enquiry has been dealt with.

The website may contain links to other internet sites which are outside of my control and are not covered by this privacy policy. I am not responsible for data which you provide through any such linked websites.

### Use of Personal Information

We store personal information using a secure, confidential system. Personal information is collected by slt4me via email, telephone, face to face contact or through the slt4me website. The information is only collected and processed by us for the purpose of delivering speech and language therapy services.

With your consent, in order to plan and deliver Speech and Language Therapy services, information will be shared with other professionals involved the client's care. A record of consent is kept within the client's case notes. Information on client location may be shared with a trusted person to ensure the SLT's personal safety when attending appointments. We will not disclose any personal information to any other person unless this is required by the law. We do not employ agents to process personal data, for example specialist mailing companies to send out communications. We do not give or sell client details to any third parties.

### Lawful basis for processing personal information

The information we collect about a client may include sensitive personal information, e.g. about a client's disability or other health conditions. We collect this information because it helps us to deliver appropriate intervention to meet their needs.

The lawful basis is a "legitimate interest" under Article 6 of the General Data Protection Regulation (GDPR). slt4me cannot deliver a service to our clients without processing personal information.

Information relating to a child's health is classified as "Special Category Data" under Section 9 of the GDPR. The regulations state that health professional who are "legally bound to professional secrecy" may have a lawful basis for processing this information. Speech & Language Therapists are legally bound to keep clinical information confidential and it is under this condition that personal information is stored and processed.

slt4me uses collected personal information to:

- Prepare, plan and provide speech and language therapy services appropriate for the client's needs.
- To communicate with clients via post, email, telephone, mobile messages and SMS in relation to:
  - planning, confirming and preparing for appointments.
  - general communication with clients in between appointments.
  - communicating with other professionals involved with the client (initials rather than full name will be used in emails unless otherwise agreed with the client).
  - sending reports and programmes for clients (these are encrypted and sent via email and/or our secure clinical patient database system (Cliniko)).
  - sending therapy resources to agreed recipients (e.g. education settings, home, other professionals working with the client).
  - sending invoices and receipts.
- For clinical audit to assess and improve the service provided by slt4me. Results of audits are always presented with all client identities removed.

Whenever personal identifiers are not needed for these tasks, if possible, they are removed.

### **How Personal Information is Stored**

All information relating to our clients is stored securely in accordance with data protection regulations. slt4me stores personal information in paper and electronic formats.

**Paper Format:** Documents are stored securely in locked cabinet, in compliance with Data Protection Regulations. If the Speech and Language Therapist needs to take client details out of the locked cabinet, the Speech and Language Therapist will keep the client's details with them or in a locked location. When a client has been discharged, all paper-based information will be scanned and kept as an electronic record. The paper documents will then be shredded.

**Electronic Format:** Clinical notes are completed electronically on "Cliniko". Information is password protected and "Cliniko" complies with GDPR regulations. Personal information may temporarily be stored on a password-protected laptop or a password-protected email. All electronic documents containing client confidential information will be password protected.

Videos may be taken of clients with parental consent. Video recordings may be taken using the parents/carers own devices or using the therapist's device. If there is an occasion where video recordings need to be taken using the therapist's device, they will be temporarily stored on a password-protected tablet or laptop and then deleted after use. The tablet and/or laptop will be stored in a locked cabinet. Recordings may then be uploaded to the client file on Cliniko or saved on slt4me's secure Microsoft 365 One Drive. Videos may be viewed by the SLT in order to make notes in a client record within one month of the client's appointment. The video is then deleted if not required for therapy input or monitoring progress.

Client records need to be kept securely by law until a child reaches 25, when all records will be destroyed. All records relating to adults will be kept for 8 years and then destroyed thereafter.

**Our responsibilities:**

We hold personal information relating to our clients in strict confidence and are committed to ensuring that we comply with current data protection regulations.

We put in place security measure and audit these regularly. We do not give data to a third party without asking your consent first unless this is required by law.

### Your rights:

You have the right to request a copy of the personal information that is held about you, your child or an individual that you have responsibility for. This is called a Subject Access Request and it is free of charge. All requests will be processed and completed within 30 days of receipt. Because information is processed on a legitimate basis, it is not possible to request erasure of personal information. However, you can request that incorrect information is changed (e.g. you can request to change your previous home address to your new home address). You are also able to let us know which way you prefer us to communicate with you (e.g. email rather than phone contact).

You can access the information we hold about you, your child and/or an individual that you are responsible for by writing to us at the slt4me address provided on the website. Please apply in writing rather than by email, so that we receive an original signature to compare against the records we hold.

At the end of treatment, when the client has been discharged, all paper-based information will be scanned and kept as electronic documents. Paper-based information will then be destroyed by shredding.

If you have any further questions about how I use your information, please contact [neil@slt4me.co.uk](mailto:neil@slt4me.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.