**Who we are**

Budding Communicators delivers independent speech and language therapy to children in the home and/or educational setting. It is owned by Liz Reeves, Speech and Language Therapist, who is registered with the Health and Care Professions Council (HCPC).

Budding Communicators operates a website at www.buddingcommunicators.co.uk

Budding Communicators is committed to protecting the privacy of information provided by clients. Liz Reeves is the company’s data protection officer.

**Collection of personal information**

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

Speech and language problems can be complex, and a wide range of information may be collected in order to best meet the needs of the client. Specific data in relation to communication skills may be collected and held, such as assessment forms, reports, case notes, e-mails, text messages and transcripts of phone converstions. Audio and video files may also be collected and stored.

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 Budding Communicators then this personal information will be deleted once your enquiry has been dealt with. If your child is subsequently seen by Budding Communicators 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.

**Our use of personal information**

Personal information collected by us via the Budding Communicators website, 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 and processed in confidence by Budding Communicators and shall only be used for the purposes of delivering appropriate speech and language therapy services to your child.

With your written permission, 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.

Safeguarding is of paramount importance. Should any safeguarding concern arise personal information may be shared without your written consent, if it is clearly in the child’s best interests. ([Children Act 1989](https://www.legislation.gov.uk/ukpga/1989/41/contents))

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.

**How we use personal 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, mobile messages 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
* Updating you of any changes to our service, policy or fees
* To provide information regarding relevant courses / groups run by ‘Budding Communicators.’
* 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 surnames of clients are included in our password protected accounting database and may be shared with our accountants to comply

**How we store your personal data:**

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. Documents which contain confidential information such as reports and programmes are also individually password protected from the outset. Any paper based confidential information such as assessments are stored securely in accordance with Data Protection Regulations.

Videos and audio recordings may be taken of clients with parental consent. These are temporarily stored on an encrypted and password protected tablet. 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 then deleted.

The minimum amount of confidential information will be taken out of the Speech and Language Therapist’s office base. When your child’s information is taken out of the office base 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).

Clinical data is deleted/confidentially destroyed after 7 years from last invoiced session. (Usually post discharge). Financial Data is kept for 6 years to adhere to Revenue guidelines.

**How and when we obtain consent:**

Prior to initial assessment, a copy of the data protection policy along with the Terms and Conditions of service (containing the consent declaration) will be available to clients on the website [www.buddingcommunicators.co.uk](http://www.buddingcommunicators.co.uk) A paper copy can also be provided on request. This will need to be signed by the client prior to commencing the service.

**UK Data Protection Law and EU General Data Protection Regulations**

Data Protection Law lays down wide-ranging 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.

Liz Reeves is registered with the Information Commissioner's Office (ICO) as a Data Controller, as Elizabeth Reeves number ZB154879

**Our lawful basis for processing personal information**

Our lawful basis for processing and storing personal information is one of ‘legitimate interest’ (under article 6 of GDPR). We cannot adequately deliver a service to your child without processing their personal information. As it is both a necessity for our service delivery and of benefit to your child, we have a legitimate interest to process and store their data.

Data relating to an individual’s health is classified as ‘Special Category Data’ under section 9 of the GDPR. The regulations specify that health professionals who are “legally bound to professional secrecy” may have a lawful basis for processing this data. Speech and Language Therapists are legally bound to keep client information confidential and it is under this condition that we process and store personal information.

**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. Once your child is 16 years of age they can request their own personal data.

• 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 at the address given below. Please apply in writing rather than by email, 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. Please make your request in writing to:

Subject Access Requests

Budding Communicators

6 Meadow Road

Chipping Sodbury

BS37 6HG

If you have any further questions about how we use your information, please contact buddingcommunicators@yahoo.com

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.