



Privacy Policy

Who we are:

Inspire to Speak Ltd delivers independent speech and language therapy to children in the home and/or educational setting. It is owned and directed by Alexander McMillan, Speech and Language Therapist, who is registered with the Health and Care Professions Council (HCPC) and the Royal College of Speech & Language Therapists (RCSLT).

Inspire to Speak Ltd operates a website at www.inspiretospeak.co.uk. Inspire to Speak is committed to protecting the privacy of information provided by clients.

Collection of personal information

Information about you/your child may be collected via spoken or written information from you. 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 Therapists (SLT)). 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. You may use the Inspire to Speak 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 Inspire to Speak, then this personal information will be deleted one year after your enquiry has been dealt with.

If your child is subsequently seen by Inspire to Speak these details may be added to their personal record. The website contains links to other sites on the internet 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 Inspire to Speak 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 case note system and processed in confidence at *Writeupp.com*. They 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 case notes. 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. 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

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, text messages or WhatsApp in relation to:

- confirming and preparing for appointments
- general communication in between appointments
- sending you reports and programmes for your child (password protected)
- copying you in to communications with other professionals involved with your child (your child's initial/s rather than full name will be used in emails)
- sending you resources - sending you invoices and receipts

- For clinical audit by another HCPC registered speech & language therapist 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 client database

- For invoicing, parents' names and emails are included in our password protected secure accounting system.

Whenever personal identifiers are not needed for these tasks, if possible, 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 the secure electronic cloud-based system "Dropbox" which is compliant with general data protection regulations.

Documents which contain confidential information such as reports, and programmes are also individually password protected if they are sent out via email (other than to NHS recipients). NHS secure email addresses are used to send reports and information to NHS staff.

Any paper records are stored in locked filing cabinet when not in use, in accordance with Data Protection Regulations.



Alexander McMillan
MA Hons, PGDip,
HCPC Reg., MRCSLT, MASLTIP

Inspire to Speak
Speech, Language and Communication Therapy



Videos may be taken of you/your child with parental consent. These are temporarily stored on a password protected ipad. These may then be viewed by the SLT in order to make notes in a client record within 1 weeks of the child's appointment.

The video is then deleted unless a specific arrangement is made with the client, and this is documented in the client's records. If your child's information is taken out of the office base it will be kept with the Speech and Language Therapist or 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 for 7 years after discharge or until your child is 25 years old if they have an Education Health and Care Plan (EHCP). 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 please see <https://www.hcpc-uk.org/standards/standards-of-conductperformance-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 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.

Alexander McMillan is registered with the Information Commissioner's Office (ICO) as a Data Controller.



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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 review 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 regulation. 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 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 , Inspire to Speak Ltd. 102 St Helens Rd , Hastings, TN34 2EL

If you have any further questions about how we use your information, please contact alexandermcmillanslt@gmail.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.



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