

Privacy Policy

Rachel Barton, Paediatric Speech and Language Therapy is an independent Speech and Language Therapy practice. We provide Speech and Language therapy to children in clinical and/or educational settings. The practice is managed by Rachel Barton, Speech and Language Therapist, who is registered with the Royal College of Speech and Language Therapists (RCSLT) and the Health and Care Professions Council (HCPC).

Rachel Barton, Paediatric Speech and Language Therapy operates a website at www.rachelbarton.co.uk and a Facebook page at www.facebook.com/rachelbartonSLT/

Rachel Barton, Paediatric Speech and Language Therapy is committed to protecting the privacy of all personal information provided by clients and their families. This policy explains what information we collect, how we use it, and your rights in relation to it.

Collection of Personal Information

Information about your child may be collected via spoken or written communication from parents/carers. With parental consent, information may also be collected from other professionals working with your child, such as teachers, nursery staff, childminders, or NHS Speech and Language Therapists. We may also collect information about family members where this is relevant to your child's care, for example contact details for parents and relevant medical or developmental history.

You may use the Rachel Barton, Paediatric Speech and Language Therapy website without providing any personal information. However, if you wish to make an enquiry via the website, you will be asked to provide relevant contact details such as your name, email address and telephone number so that we can respond to you.

When you make initial contact with us by text, phone call, voicemail, email, or website enquiry, the personal details you provide will be held temporarily to enable us to respond to your enquiry. If your enquiry does not result in your child being seen by Rachel Barton, Paediatric Speech and Language Therapy, this information will be deleted once your enquiry has been dealt with. If your child is subsequently seen by the practice, these details will be added to their clinical record.

The Rachel Barton, Paediatric Speech and Language Therapy website contains links to other websites that are outside our control and are not covered by this Privacy Policy. We are not responsible for data you provide through any such linked sites.

How We Use Personal Information

Personal information collected via the website, email, telephone, SMS, Facebook or face to face is used for the purpose of delivering Speech and Language therapy services to your child. We use this information:

- To prepare, plan and provide Speech and Language therapy services appropriate to your child's needs
- To communicate with you by email, telephone or SMS in relation to:
 - confirming and preparing for appointments
 - general communication between appointments
 - sending reports and programmes for your child (always password protected)
 - copying you in to correspondence with other professionals involved with your child
 - sending resources
 - sending invoices and receipts
- For clinical audit to assess and improve our service — results of any audit are always presented with all client identities removed
- For management and administration of the practice

Wherever personal identifiers are not required for a given task, we remove them from the information we use.

With your consent, information about your child's Speech and Language needs will be shared with other professionals involved in their care, where it is in your child's best interests. A record of your consent is kept within your child's case notes.

Personal data will not be disclosed to any third party without your prior consent, except where required by law or safeguarding obligations.

Associate Therapists and Data Processing

Where associate Speech and Language Therapists deliver services under this practice, they do so as data processors acting under Rachel Barton, Paediatric Speech and Language Therapy instruction. All associates are contractually required to handle personal data in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and the same standards of confidentiality and security that apply to the practice as a whole. Associates do not use client data for any purpose other than delivering the agreed services.

How We Store Personal Information

All information about you, your child and their therapy is stored securely to ensure that we maintain a complete and accurate record of the service provided. We use a secure, cloud-based clinical records system called WriteUpp, which is compliant with the UK GDPR and the Data Protection Act 2018.

Prior to upload, documents may be temporarily stored on a password-protected computer. An encrypted backup hard drive is also stored securely. Reports, programmes and other documents containing confidential information are individually password protected.

Any paper-based confidential information is stored securely in accordance with the UK GDPR and the Data Protection Act 2018.

Client telephone numbers are not stored on a mobile phone, though text messages received may remain on the device. The mobile phone is encrypted with fingerprint/face recognition and a passcode. Your child will only be referred to by initial or first name in text messages.

Where your child's information is required outside the practice base — for example for a school visit — the minimum necessary information will be taken. Any information taken off-site will remain with the therapist at all times or be secured in a locked vehicle.

Videos may be taken of clients with parental consent. These are stored temporarily on an encrypted, password-protected tablet, used by the therapist to make clinical notes, and then deleted. No copies are retained.

Retention of Records

In accordance with RCSLT professional standards, all records will be kept securely until your child's 25th birthday, or their 26th birthday if they were aged 17 at the time of treatment. After the applicable retention period, all records relating to your child will be securely destroyed.

Meeting Our Professional 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 sets clear standards of conduct, performance and ethics that all registrants must adhere to. These standards directly inform the way in which we process and share information. In particular:

Standard 2 — Communicate appropriately and effectively: registrants 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: registrants must keep full, clear and accurate records, complete them promptly, and keep them secure by protecting them from loss, damage or inappropriate access.

Further information about HCPC standards is available at www.hcpc-uk.org

Our Lawful Basis for Processing Personal Information

Rachel Barton, Paediatric Speech and Language Therapy processes personal data on the following lawful bases under the UK GDPR:

For general personal data (such as contact details), our lawful basis is Article 6(1)(b) — processing necessary for the performance of a contract — and Article 6(1)(f) — legitimate interests. We cannot deliver Speech and Language therapy services without processing your child's personal information, and it is both necessary for service delivery and in your child's best interests for us to do so.

For health information, which is classified as Special Category Data under Article 9 of the UK GDPR, our lawful basis is Article 9(2)(h) — processing necessary for the purposes of preventive or occupational medicine, the provision of health or social care, or the management of health or social care systems. Speech and Language Therapists are also legally bound to professional secrecy, which provides an additional basis under Article 9(2)(i).

Our Responsibilities

Rachel Barton is registered with the Information Commissioner's Office (ICO) as a Data Controller, Tier 1. We are committed to maintaining the security and confidentiality of your child's records and actively implement and regularly review our security measures.

We will not release your personal details to any third party without first seeking your consent, unless we are required or permitted to do so by law.

In the event of an actual or suspected breach of your child's personal data, we will notify you promptly and take all necessary steps to meet our legal obligation to report certain breaches to the Information Commissioner's Office (ICO) within 72 hours.

Your Rights

Under UK data protection legislation, you have a number of important rights in relation to the personal data we hold about your child:

- The right of access — you may request a copy of the information we hold about your child free of charge.
- The right to rectification — you may ask us to correct any information you believe to be inaccurate or incomplete.
- The right to erasure — in certain circumstances, you may ask us to delete personal data we hold.
- The right to restrict processing — you may ask us to limit the way we use your child's data in certain circumstances.
- The right to object — you have the right to object to processing based on legitimate interests.
- The right to data portability — in certain circumstances, you may request that we transfer your child's data to another provider.

Please note that some of these rights are subject to conditions and may be limited by our professional and legal obligations, including our duty to retain clinical records in accordance with RCSLT guidance.

How to Access Your Child's Records

To exercise any of your rights, or to request access to the information we hold about your child, please contact us by email at slt@rachelbarton.co.uk or in writing. We will respond within 30 days of receiving your request. Access to your child's records is provided free of charge.

Questions and Further Information

If you have any questions about how we use your information, please contact us at slt@rachelbarton.co.uk

If you remain concerned about how we have handled your personal data after contacting us, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk or by calling 0303 123 1113, Monday to Friday, 9am to 5pm.