



Red Lorry Therapy

Privacy Policy

Red Lorry Therapy is an independent speech & language therapy service for children. It is owned by Sarah James, Speech & Language Therapist, who is registered with the Health & Care Professions Council (HCPC), Royal College of Speech & Language Therapists (RCSLT) and Association of Speech & language Therapists in Private Practice (ASLTIP).

Red Lorry Therapy operates a website at www.redlorrytherapy.co.uk and an office in Locks Heath.

Red Lorry Therapy is committed to protecting the privacy of client information.

Collection of personal information

Information about a child will be collected from spoken or written information provided by parents/carers and the child. Information may also be collected from other professionals involved with the child (e.g. teachers, nursery staff, NHS Speech & Language Therapists). Information about other family members may be collected where this is relevant (e.g. parental contact details, relevant medical history). Parents/ carers will have provided written permission for this collection of personal information which is stored in their child's records.

Red Lorry Therapy website may be used without providing personal information. However, personal information will need to be given to enable a response to an enquiry.

Any information given to Red Lorry Therapy through enquiries that do not result in a child being seen will be destroyed 6 weeks after the enquiry. If the child is seen by Red Lorry Therapy, information from the enquiry may be added to their personal record.

The Red Lorry Therapy website contains links to other internet sites which are outside our control and are not covered by this privacy policy.

Use of personal information

Personal data is collected by Red Lorry Therapy solely for the purpose of assessing and managing a child's speech, language, and communication needs.

Information about a child's speech, language, and communication needs will be shared in the child's best interests with their parents and other professionals involved with the child. Parents /carers will have provided written permission for this which is stored with their child's personal records.

Personal data will be used to communicate with parents /carers and other professionals involved with the child via phone /email /post and mobile messages. This may include:

- Arranging appointments
- Sending reports and targets for the child (can be password protected on request)
- Sending resources
- Sending invoices
- Copying in to communications with other professionals (childs first name only or initials only used)

Whenever personal identifiers are not needed, they will be removed from the task.

Personal data may be used in clinical audits to improve our service. Client identities are always removed for audits.

We do not sell or give client data to any third parties.

Storage of personal information

All paper based personal data is stored securely in a locked filing cabinet in accordance with data protection regulations.

All personal information held online is in a password protected a Dropbox on a password protected laptop.

The minimum amount of personal data is taken out of the office base. When it is out, it is either with the speech & language therapist or in the locked boot of her car.

All records are kept until the child is 25 years old and are then destroyed.

Lawful basis for processing personal information

Red Lorry Therapy processes and stores personal data to comply with legal obligations.

Speech & Language therapists are required to be registered with the Health & Care Professions Council (HCPC) whose standards include:

- Standard 2 “You must share relevant information where appropriate with colleagues involved in the care, treatment or other services provided to a service user”
- Standard 10 “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.”

Sarah James is registered with the Information Commissioners Office (ICO) as a data controller.

Accessing your personal data:

You have the right to a copy of all the information we hold about your child, free of charge.

You have the right to ask for your record to be amended if you believe it is wrong.

You can access the information we hold about you by writing (not email) to this address:

9 Belfry Walk, Fareham, PO14 4QD

Access will be provided within 30 days of receipt of your request

If you have any further questions about how Red Lorry Therapy uses personal information, please contact sarah@redlorrytherapy.co.uk

Further information about data protection legislation and your rights is available from the Information Commissioners Office www.ico.org.uk 0303 123 1113