



Data Privacy Notice for Parents

We care about your privacy and that of your child. We have written this notice so that you can understand how we work and how we process personal data.

We often work with schools to provide speech and language support to their children. Before we work with the school classes, we will always contact the parents to explain our processes to ensure they are happy for us to work with their child(ren). This privacy notice is specifically for parents of children who we would like to work with in the school or nursery setting. It explains everything we think you need to know about our processes, but if there is anything you are not sure about or would like to discuss with us, please do contact us using the details provided below. We would be happy to talk things through with you.

Who we are

Speech Leap Ltd is an independent Speech and Language Therapy company registered with Companies House (No.11277861). Speech Leap is owned and directed by Justine Woolley and Emma Tunnicliffe both of whom are fully qualified Speech and Language Therapists and registered with the Royal College of Speech and Language Therapists (“**RCSLT**”) and Health and Care Professions Council (“**HCPC**”).

Speech Leap provides independent speech and language therapy to children in the home and/or educational setting.

Speech Leap operates a website at www.speechleap.co.uk, a Facebook page at @SpeechLeapLtd, an Instagram account at @speechleap and a Twitter account at @LeapSpeech.

Speech Leap is the Controller in respect of the personal data we process within the school or nursery setting, and is registered with the Information Commissioner’s Office. We manage personal data in accordance with the data protection legislation.

The personal data we hold

In the course of working with the school or nursery and your child, we will collect a range of personal data. We will give you choice and flexibility wherever we are able in the collection and processing of these data within the parent consent form. The personal data will vary from basic details of your child, such as:

- Name
- Date of birth



- General administrative information (such as that about sessions delivered to your child and general queries).

...to more sensitive descriptive data such as:

- Relevant medical or developmental history of you or your child.
- Written observations about your child's support and development.
- Audio and video recordings of your child to monitor progress.
- Records of any communication we have with you or the school or nursery.

How we will use your child's personal data

All personal data relating to your child will be used for the primary purpose of delivering appropriate speech and language therapy. In particular, it will be used to:

- Prepare, plan and provide speech and language therapy to your child
- Communicate with the school or nursery in relation to updating them about your child's progress, arranging and confirming your child's appointments, and general communication between appointments.
- Communicate with other professionals involved with your child (where you and the school or nursery have asked us to do so).
- Assess and improve our services through clinical audit. Results of audits are always presented with all children's identities removed

Who we share personal data with

We will share information about your child's speech and language therapy with their school or nursery. Speech Leap will only share Information with appointed members of staff, such as class teachers, key workers, the Special Educational Needs Coordinator (SENCO) or the nursery manager. Please do be aware, however that the school or nursery may further share information with additional members of staff within the school or nursery setting.

With your agreement, we may also share personal data about your child's speech and language therapy needs with other professionals involved in your child's care, when it is in your child's best interests. This may include Health Visitors, NHS Speech and Language Therapists, GPs, Educational Psychologists and other medical or education staff. Liaison may take place face-to-face, via email or telephone.

Unless required to do so by law, we will not disclose any personal data to any other person than is set out above. We do not give or sell children's details to any third



parties. We do not employ agents to process personal data, for example specialist mailing companies to send out communications.

How Personal Data is stored

All personal data about your child and their speech and language therapy is stored on a secure electronic system called 'My Therapy Tracker'. My Therapy Tracker is compliant with data protection laws, and is hosted securely in the UK by OVH. We have a contract in place with them and they are duty bound to protect our data. A copy of the parent consent form is also held on this system. Prior to being uploaded to this system, documents are temporarily stored on a password protected laptop. Any paper based personal data will be scanned and uploaded to the electronic system and then immediately destroyed. Any video recordings which are not deleted immediately after a session will be treated with the same confidentiality and protection as all other personal data. The nominated member of staff will be given log-in credentials and direct access to this system via a secure portal.

In accordance with best practice, all personal data will be kept until your child's 25th birthday. After this time, all personal data relating to your child will be destroyed.

Our lawful basis for processing personal data

Whenever we process personal data, we have to ensure that we have an appropriate lawful basis under the relevant data protection legislation. Speech Leap have identified the below bases under the General Data Protection Regulation (GDPR):

- The processing is necessary for a **contract** that we have in place with your child's school. The school has agreed to our Terms and Conditions, and we have entered into a contract with them to support your child in their speech and language therapy requirements. In order to meet our obligations under this contract, we must process certain personal data about your child.
- Where processing is necessary in our or your **legitimate interests**. We rely on this basis when we monitor and review the effectiveness of the service we offer and to drive improvements (such as in our audit activities), or whenever we conduct feedback surveys.

As we also process medical and health information, which is defined as 'special category' (sensitive) data under the GDPR, we also must identify an additional lawful basis for processing this type of data:

- We process health data for reasons of **substantial public interest**, specifically for statutory purposes under Schedule 1(2)6 of the Data



Protection Act. These special category data are processed in order to inform, progress and record the support we provide and to further assist in your child's development. The NHS Standard Contract, further supported by the Health & Care Professions Council standards of conduct stipulate a contractual and regulatory requirement for private healthcare sector organisations to process relevant information for the provision of high quality care. Speech Leap has a duty under this contract to manage records in a manner to ensure safekeeping and eventual disposal of its healthcare records. We are also obligated to hold accurate and complete records as proof of an activity against the eventuality of a claim. Examples of legislation include the Limitation Act 1980 or the Consumer Protection Act 1987.

Although we rely on the above lawful bases to process personal data, before commencing treatment and sharing information we will still ask for your consent to give you as much flexibility and choice in how we support your child. Please be aware that consent to receive care and treatment differs from consent as a lawful basis under the GDPR.

Your rights in respect of the processing

You and your child have various rights under the data protection legislation. These include, but are not limited to:

- The right to be informed – we will always be transparent in how we process your data. Our privacy notices help us to meet this requirement.
- The right of access - unless relevant exemptions apply, you have the right to be told whether we hold yours or your child's personal information and, if so, to be given a copy of it. This is known as the right of access or subject access.
- The right to rectification – if you believe the information we hold is inaccurate or incomplete, please contact us to investigate.

If you would like to exercise any of your data subject rights, please contact us on the details below.

How to contact us

If you have any questions about this privacy notice, or would like to exercise any of your data subject rights such as the right of access, please contact us using info@speechleap.co.uk, by calling 0161 249 9546, or in writing to Speech Leap Ltd, 14 Forester Avenue, Knutsford, Cheshire, WA16 8LB.



Right to lodge a complaint with the supervisory authority

You have the right to lodge a complaint with the Information Commissioner's Office (ICO) as the supervisory authority for data protection. We would encourage you to raise your complaint directly with us prior to contacting the ICO. Please contact: casework@ico.org.uk or telephone: 0303 123 1113. For any further contact information please see: <https://ico.org.uk/global/contact-us/>.