



JESS LEES
Speech Therapy

Updated: January 2023

Privacy Policy

This Privacy policy explains how I manage your information and when/how it is shared.

Data is collected to ensure the service I provide you and treatment for your child or young person (CYP) is appropriate and effective.

I am committed to protecting your privacy and ensuring that your data is secure in line with the current Data Protection Legislation. I am registered with the Information Commissioner's Office (ICO). My ICO number is: 808634

This policy sets out the basis on which I process any personal data that I may collect from you, or you provide to me.

Who is responsible for your data?

Myself (Jess Lees) is the data controller for Jess Lees Speech Therapy and I am responsible for the personal data that I receive relating to you.

You are responsible for keeping your information up to date, so please let me know if anything changes.

What Personal Data do I collect about you?

Personal data refers to any information that relates to you or who you are accessing my services on behalf of (e.g., your child). This is likely to include your/their name, date of birth, contact information and information relating to your/their treatment and access to my services. This data is collected when you first access my services e.g., assessments and on going over the course of treatment (e.g., blocks of therapy). If you are ever unsure about why information I am asking for is relevant or necessary please ask.

I may also receive personal data from other third parties, such as your child's education setting or other health care professionals, if relevant to your treatment and care and you have given consent for me to do so.





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Why do you use my Personal Data?

I require your data for the following purposes:

- To respond to your enquiries e.g., emails, via website contact form or phone calls.
- To provide services to you e.g., assessment, therapy, training.
- To provide effective treatment
- To communicate with you e.g., send reports, remind you of appointments.

How do you use my Personal Data?

I do not share your personal data with other companies for marketing purposes.

I may need to share your personal data with third parties e.g., other healthcare professionals to support treatment but this will always be discussed with you first and consent gained.

Legally I may have to use and share your personal data if there is a safeguarding concern.

Where is my data stored?

- I use the software 'power diary' to store your sensitive personal data and case notes.
- I use cloud based services for document storage, accounts and emails. This means that your personal data stored on these may be on a cloud server outside of the European Economic Area (EEA). I have checked and verified the security of all services used and keep the data stored on these to a minimum.
- I keep your data in line with the current legal obligations. Once this period is complete all data is disposed of.

What are our Security Measures?

I am committed to taking reasonable and appropriate technical measures to protect your data against unauthorised access.

When you provide your personal data through my website, this information is transmitted across the internet securely using encryption.

As Gmail does not provide data encryption any documents that I send, that contain personal identifiable data via email will be password protected. The passwords to open these are sent in a separate email, to ensure they are secure.

The information that you provide is stored in my email and/or cloud-based systems, which only I have access to or those of an appointed third party (for example cloud-based systems for file storage and accounting).





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What are Your Rights over your Data?

You have the right to request access to the personal data that I hold about you. Some information may need to be redacted to ensure the privacy of third parties. I aim to provide this to you within 1 month of your request or will let you know if this will take longer and why.

If information is no longer relevant it can be erased. However, there are regulations regarding anything medical notes so these must be kept in it's entirety for the duration of treatment and until the post-treatment retention period is complete.

Lodge a Complaint

If you were unhappy with the way I am processing your data/information then please discuss with me in the first instance. If I am unable to resolve your complaint to your satisfaction, you can make a complaint to the Information Commissioner's Office. My number is 808634. The ICO can be contacted on 0303 123 1113.

Thank you for taking the time to read this information.
Please let me know if you have any further questions.

Jess

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