

Privacy Policy

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Introduction

If you would like this document in a simplified or more accessible format, or would like further information regarding its contents, please contact the Data Protection Controller (Jenny Cameron) above.

I, Jenny Cameron, am committed to protecting your privacy and ensuring that your personal data is handled securely and in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. I am registered as a data controller with the Information Commissioner's Office, reference number: ZB875455.

This policy explains how I collect, use, store, and share your personal data and outlines your rights regarding your information. For further information regarding UK General Data Protection Regulation, and terminology used, please see the Information Commissioners Office website [here](#).

I collect, process, store and share data under the following lawful bases:

1 - To provide patient care, services, pharmaceutical products and other goods

I collect and process data to offer a comprehensive assessment of children and young people's speech, language and communication needs, and to provide a holistic, effective and efficient therapy service.

2 - Legal obligation

I collect and process data to comply with my legal obligations as a Speech and Language Therapist registered with the Health Care Professions Council.

Some of the data I collect, and process is special category data under the condition 'health and social care or social care purposes' (Data Protection Act 2018), which is subject to stricter processing measures.

No data will be shared with any third party without the parent or carer's consent, unless I have a legal obligation to do so because of safeguarding concerns. If this were to happen, you would be informed about what information would be shared, unless I had reason to believe this might put anyone at risk.

Your Data Protection Rights

Under data protection law, you have rights, including:

- Your right of access - you have the right to ask me for copies of your personal information.
- Your right to rectification - you have the right to ask me to rectify personal information you think is inaccurate. You also have the right to ask me to complete information you think is incomplete.

Please contact me if you would like to make a request and I will respond within one month. You are not required to pay any charge for exercising your rights.

Concerns and Complaints

If you have any concerns or complaints about my use of your personal information, you can make a complaint to me at the address at the start of this document.

You can also complain to the Information Commissioner's Office (ICO) if you are unhappy about how I have used your data:

Information Commissioner's Office, Wycliffe House, Water Lane, Cheshire, SK9 5AF
0303 123 111

www.ico.org.uk

Collection, Processing and Storage of Personal Data

When data is collected	What data is collected	How and from whom data is collected	Why data is collected	How data is processed and stored	Data processors	How long data is stored
At initial enquiry and follow-up	<p>Child's name, gender, and age.</p> <p>Brief information regarding reason for enquiry, with any relevant information about childcare/education setting, social, linguistic, health and family background.</p> <p>Contact details of parent/carer, including email address, phone number and postal address or postcode.</p>	<p>From parent/carer via:</p> <ul style="list-style-type: none"> – Telephone calls – Emails – Text messages – Online messages – Website forms 	<p>To respond to the enquiry</p> <p>To help parent/carer decide if an assessment is appropriate and if I am an appropriate person to carry out an assessment</p>	<p>Digital data:</p> <p>Password-protected online storage</p> <p>Password-protected portable devices (laptop, smartphone, tablet)</p> <p>Paper data:</p> <p>Locked filing cabinet at clinic base</p> <p>Outside clinic base, devices and paperwork will always be in the possession of therapist, or in secure location (e.g. locked car boot)</p>	<p>All the following conform to UK GDPR</p> <p>Cloud storage, email and messaging providers:</p> <ul style="list-style-type: none"> – Apple – Microsoft – Google – Meta <p>Telephone service providers:</p> <ul style="list-style-type: none"> – 1p Mobile – EE <p>Website host:</p> <ul style="list-style-type: none"> – Wix 	<p>If no appointment is made, data will be destroyed after 6 months.</p>



Before the first appointment	<p>Child or young person's full postal address</p> <p>Contact information for any other parent/guardian (name, email address, postal address and telephone number)</p> <p>Contact information for carers, educators, health and social care professionals and others involved (names, email addresses, postal addresses and telephone numbers)</p> <p>Detailed information about reason for assessment</p> <p>Detailed information about family, health, social and linguistic background, including ethnicity and religion if relevant</p> <p>Detailed information about general and communication</p>	<p>From parents/ carers via:</p> <ul style="list-style-type: none">– Telephone calls– Emails– Post– Text messages– Online, digital or paper forms <p>The following may be shared with me via any of the above channels, at the sender's risk:</p> <ul style="list-style-type: none">– Reports and other documents– Photographs– Audio and video recordings	<p>For administrative purposes (e.g. to arrange appointments)</p> <p>To ensure assessment is as comprehensive and efficient as possible</p> <p>To meets the individual needs of child/young person and their family</p> <p>To invoice and process payments</p> <p>To comply with legal requirements and professional guidelines</p>	<p>As above</p> <p>Additional password for documents with special category data e.g. parent questionnaire, case-notes, reports</p>	<p>As above</p>	<p>Child or young person under 18</p> <p>Until 25th birthday (or 26th birthday if older than 17 at the point of discharge)</p>
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	development, and education Bank/card information Audio or video recordings of child's communication					
During and between assessment sessions	Detailed information about child/young person's current communication skills and other related information (e.g. motor and play skills) Additional contact information for others involved Photographs, and audio and video recordings of child/young person	Direct observation and assessment of child/young person (recorded in paper and electronic documents, e.g. case-notes) Photographs, and audio and video recordings taken during session From parents/carers, educators, health and social care professionals and others involved via: <ul style="list-style-type: none">– In-person discussions– Telephone and video calls– Online, digital or paper forms– Emails	For administrative purposes (e.g. to arrange appointments) To comprehensively assess child/young person's skills to determine if a speech, language and communication need exists To make a diagnosis and plan intervention if appropriate To record baseline skills from which to measure progress in future To comply with legal requirements and professional guidelines	As above	As above	As above



		<ul style="list-style-type: none">– Post– Text messages <p>The following may be shared with me via any of the above channels, at the sender's risk:</p> <ul style="list-style-type: none">– Reports and other documents– Photographs– Audio and video recordings				
During intervention	<p>Data to monitor progress in relation to therapy goals</p> <p>Photographs, and audio and video recordings taken by me during therapy sessions</p> <p>Feedback regarding homework and progress with therapy goals</p> <p>Updates regarding child/young person that may be relevant to intervention (e.g. change in home environment/ school)</p>	<p>Observations during therapy sessions, recorded in case-notes after each session</p> <p>From parents/carers, educators, health and social care professionals and others involved via:</p> <ul style="list-style-type: none">– In-person discussions– Telephone and video calls– Online, digital or paper forms– Emails– Post– Text messages	<p>For administrative purposes (e.g. to arrange appointments)</p> <p>To plan, implement and monitor effective and efficient therapy intervention</p> <p>To inform future clinical practice</p> <p>To comply with legal requirements and professional guidelines</p>	As above	As above	As above



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	Additional contact information for others involved	<p>The following may be shared with me via any of the above channels, at the sender's risk:</p> <ul style="list-style-type: none">– Reports and other documents– Photographs– Audio and video recordings				
At point of discharge from service	Feedback on service received	<p>From parents/carers, educators, health and social care professionals and others involved via:</p> <ul style="list-style-type: none">– In person discussions– Telephone or video-calls– Online forms– Emails/ letters	To monitor the client experience for the benefit of future clients	As above	As above	As above

Sharing of Personal Data with Third Parties

When data is shared	What data is shared	Who data is shared with (always with parent/guardian's consent)	How data is shared	Why data is shared
During and between initial and subsequent assessment appointments	<p>Personal data relevant to obtaining information about child/young person's speech, language and communication needs (e.g. name, age, referrer's concerns)</p> <p>Location of appointments away from my clinic (google or apple maps pin location without any associated client data)</p>	<p>Carers, educators, health and social care and social care professional and others involved with child/young person</p> <p>My next of kin (Paul Cameron)</p>	<p>In person discussions Telephone or video calls Emails Post Electronic, digital and paper forms Digital and paper reports and other documents</p> <p>Tracking software (Apple FindMy)</p>	<p>To ensure holistic approach to assessment</p> <p>To ensure my safety as a lone worker.</p>
Following assessment	<p>Assessment results and diagnoses</p> <p>Recommendations for intervention and support</p>	As above	Telephone/videocalls, in person meetings, emails, letters, reports and other documents	To inform parents, carers educators, health and social care professionals and others involved, and facilitate support for child/young



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				person in all environments
During (therapy)	Therapy plan and advice Session feedback and progress monitoring data	As above	Meetings, face-to-face, telephone and video-call discussions Emails/ letters Reports and other documents	To ensure intervention is holistic, effective and efficient
Following discharge from service	Discharge report/treatment summary	As above	In-person, telephone and/or video-call discussions Emails/ letters Reports and other documents	To formally conclude Speech and Language Therapy services and notify all involved