



Hitchin Speech Therapy

Privacy Policy September 2026

Who we are

Hitchin Speech Therapy delivers independent speech and language therapy to children in the home and/or educational setting. It is owned by Emily Wilson, Speech and Language Therapist, a sole trader, who is registered with the Health and Care Professions Council (HCPC).

Hitchin Speech Therapy operates a website at www.hitchinspeechtherapy.com.

Hitchin Speech Therapy is committed to protecting the privacy of information provided by clients.

Collection of personal information

Information about your child may be collected via spoken or written information from parents/carers. With parental consent, information may also be collected from other professionals working with your child (such as teachers, nursery staff, childminders, NHS Speech and Language Therapist). We may also collect information about family members where this relates to your child e.g. contact details for parents and relevant medical or developmental history.

Any enquiries made to Hitchin Speech Therapy may involve collecting a minimum amount of personal information, e.g.: telephone number, email etc.

If your enquiry does not result in your child being seen by Hitchin Speech Therapy then this personal information will be deleted once your enquiry has been dealt with.

If your child is subsequently seen by Hitchin Speech Therapy these details may be added to their personal record.

The website contains links to other Internet sites which are outside our control and are not covered by this privacy policy. We are not responsible for data which you provide through any such linked websites.

Our use of personal information

Personal information collected by us via, email, telephone or face to face, is stored and used by us for the purpose of delivering your child's speech and language therapy.

Any sensitive personal details are stored in a secure and confidential system and processed in confidence by Hitchin Speech Therapy and shall only be used for the

purposes of delivering appropriate speech and language therapy services to your child.

With your agreement, information about your child's speech and language needs will be shared with other professionals involved in your child's care, when it is in your child's best interests. A record of your agreement is kept within your child's case notes.

Unless we are required to do so by law, we will not disclose any personal information collected to any person other than as set out above.

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

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

How we use personal information

We use this information:

- To prepare, plan and provide speech and language therapy services appropriate for your child's needs
- To communicate with you via post, email (unsecured), telephone, mobile messages and SMS in relation to:
 - confirming and preparing for appointments
 - general communication in between appointments
 - sending you reports and programmes for your child (always password protected)
 - copying you in to communications with other professionals involved with your child (your child's initials rather than full name will be used in emails to education settings)
 - sending you resources
 - sending you invoices
- For management and administration, for example names of clients are included in our password protected database

Whenever personal identifiers are not needed for these tasks, if possible we remove them from the information we use.

How we store personal information

All information about you, your child and their speech and language therapy is stored securely in our systems to ensure that we have a complete record of our service to them. Case notes are held using a secure electronic cloud-based system called "WriteUpp" which is compliant with general data protection regulations. Documents which contain confidential information such as reports and programmes are kept on a password protected system. Any paper based confidential information such as assessments are stored securely in accordance with Data Protection Regulations.

The minimum amount of confidential information will be taken out of the Speech and Language Therapist's office base. When your child's information is taken out of the office base it will be kept with the Speech and Language Therapist or will be locked in the boot of the Speech and Language Therapist's car (whichever is deemed to be the most secure at that time). Phone numbers may be stored on a password protected phone.

In accordance with the Royal College of Speech & Language Therapy guidelines, all records will be kept securely until your child is 25 years old. After this time all records relating to your child will be 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 has clear standards of conduct, performance and ethics that all registrants must adhere to.

These standards affect the way in which we process and share information.

Specifically:

Standard 2: Communicate appropriately and effectively

"You 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

"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."

For further information the full document can be found at: <http://www.hcpc-uk.org/assets/documents/10004EDFStandardsofconduct,performanceandethics.pdf>

UK Data Protection Law and EU General Data Protection Regulations

Data Protection Law lays down wide-ranging rules, backed up by criminal sanctions, for the processing of information about identifiable, living individuals. It also gives individuals certain rights in relation to personal data held about them by others.

Emily Wilson is registered with the Information Commissioner's Office (ICO) as a Data Controller.

Our lawful basis for processing personal information

- The processing is necessary for a contract that we have in place with you or with a view to entering into a contract with you. By agreeing to our Terms and Conditions, we are entering into a contract with you to deliver our services. To meet our obligations under this contract, we must process certain personal data about the families we work with.
- We have a legal obligation under HCPC Standards of Proficiency for Speech and Language Therapists and the Royal College of Speech and Language Therapists (RCSLT) Professional Standards to effectively manage and deliver safe clinical care, and maintain suitable records to ensure the safety, continuity and quality of care.
- Some processing is necessary in our or your legitimate interests, such as when we update other healthcare professionals about your child's progress or other support needs.

- We also process medical and health information, which is defined as 'special category' (sensitive) data under the UK GDPR. We process this type of data for the provision of health or social care or treatment or the management of health or social care systems and services. This enables us to provide effective speech and language therapy to the children we support, and to provide relevant information to other healthcare professionals involved in your child's

Our responsibilities

We are committed to maintaining the security and confidentiality of your child's record. We actively implement security measures to ensure their information is safe, and audit these regularly.

We will not release your personal details to any third party without first seeking your consent, unless this is allowed for or required by law.

We are constantly working to ensure compliance with current data protection regulation.

Your rights

Data protection legislation gives you, the parent, various rights. The most important of these are as follows:

- You have the right to a copy of information we hold about your child.
- You have the right to ask for your record to be amended if you believe that it is wrong.

How to access your child's records

You can access the information we hold about you by writing to us at the address given below. Please apply in writing rather than by email, so that we receive an original signature to compare against the records we hold.

A copy of your child's records can be provided free of charge.

We will provide access to your child's records within 30 days of receipt of all necessary information. Please make your request in writing to:

Subject Access Requests

Hitchin Speech Therapy

180 Cambridge Rd

Hitchin, SG4 0JW

If you have any further questions about how we use your information, please contact emilywilsonslt@gmail.com Further information about data protection legislation and your rights is available from the Information Commissioner's Office or by calling 0303 123 1113, 9am to 5pm, Monday to Friday.

This policy will be reviewed September 2027.