



## Privacy Notice

### Our contact details

Inside Out Therapy (IOT) delivers independent Speech and Language Therapy to children and young people in their homes and/or educational setting.

It is owned and directed by Ms Casey Jackson, Specialist Speech and Language Therapist, who is registered with the Health and Care Professions Council (HCPC) – registration number: SL29911.

IOT operates the following website: [www.insideouttherapy.co.uk](http://www.insideouttherapy.co.uk)

The main point of contact for data protection matters is Ms Casey Jackson, who can be contacted at [casey@insideouttherapy.co.uk](mailto:casey@insideouttherapy.co.uk)

Casey Jackson is registered with the Information Commissioner's Office as a Data Controller - registration number: ZA495152

### What type of information we hold

Patient Identifiable Information (PII) about the patient / the patient's family may be collected via telephone, email or in person. We may receive initial enquiries via our website, but the patient / parent(s) will be directed to give personal information via email or hard copies in person thereafter.

After receiving consent from the patient / parent(s), IOT may also liaise and share information with the patient's educational setting, other Speech and Language Therapists (in the state or independent sector) and other professionals. This allows the best possible care for the patient.

We request the following information:

- Name (of patient and parent(s))
- Patient's date of birth
- Patient and / or parent's home address, telephone number and email address
- Nationality (of patient and parents)
- Developmental history of patient
- Details relating to patient's educational setting (including name of contact there, postal address, email address, telephone number, relevant reports)
- Names of relevant family members and relevant developmental history
- Details of other professionals seen by the patient (including name of contact, postal address, email address, telephone number, relevant reports)
- Patient / parent's bank details for agreed payments owed to IOT only

## How we get the information and why we have it

Most PII that we hold is given to us directly by the patient or his/her parents (for children).

PII collected via IOT's website, email, telephone or in person is stored and used solely for the purposes of delivering your / your child's Speech and Language Therapy.

Unless we are required to do so by law, we will not disclose any personal information collected to any person. We do not employ agents to process personal data, for example, specialist mailing companies to send out communications. Data is ONLY used legitimately to support your child's communication needs. IOT will not use your data in marketing. We will never sell patient details to any third parties.

If you choose to follow IOT's Instagram page and make any comments or queries via this social media platform, we are not responsible for the data that you provide to this site.

## What we do with the information

We use your information:

- To plan and provide Speech and Language assessment and therapy services to meet the patient's needs.
- To communicate with you via post, email and telephone in order to:
  - > organise and confirm appointments
  - > communicate between appointments.
  - > send patient reports and programmes to the patient / family (these will be password-protected if sent electronically).
  - > include you in communication with other professionals involved with you / your child (the patient's initials will be used to preserve confidentiality).
  - > send you resources.
  - > send you invoices.
  - > inform clinical audits and to improve our service. Results of these audits are always presented with all patient details removed.
  - > include in administration e.g. invoicing. IOT will always remove personal identifiers (i.e. initials only in paper diary entries) where possible.

## How we store your information

All documentation relating to you and / or your child are stored securely on the ISO27001:2013-registered software WriteUpp™. All electronic documents are password-protected before being transferred to WriteUpp™.

All computers, devices and portable storage devices (e.g. external hard-drives and USB sticks) are password-protected or encrypted.

Electronic documents containing confidential information, such as reports, will be password-protected and shared via email using the client's initials only.

Any paper-based confidential information is stored in a locked filing cabinet. Paper-based confidential information that is taken out of the office base will be kept on the Speech and Language Therapist's person and will never be left unattended.

Videos may be taken of patients with patient or parental consent. These are temporarily stored on the Speech and Language Therapist's computer or device, which is password-protected. These will then be viewed and analysed by the Speech and Language Therapist – notes will be written in relation to them within 24 hours of the session. The video will then be deleted.

The minimum amount of confidential information will be taken out of the IOT office base.

Information will be kept in accordance with the retention periods outlined in the Information Governance Alliance (IGA) Records Management Code of Practice for Health and Social Care (2016). Information may be held for longer periods where the following apply:

- Retention in case of queries. We will retain your personal data as long as necessary to deal with any queries you may have;
- Retention in case of claims. We will retain your personal data for as long as you might legally bring claims against us; and
- Retention in accordance with legal and regulatory requirements. We will retain your personal data after you have received healthcare services from us based on our legal and regulatory requirements.

After this time all records relating to your child will be destroyed. Electronic files will be permanently deleted and paper files will be shredded.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at [casey@insideouttherapy.co.uk](mailto:casey@insideouttherapy.co.uk) if you wish to make a request.

## How to complain

You can complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Helpline number: 0303 123 1113

Inside Out Therapy



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