



Updated: December 2024

## **Privacy Policy**

This Privacy Policy explains how we manage your personal information and when and how it may be shared.

We collect data to ensure that the services we provide and the treatment for your child or young person (CYP) are appropriate and effective.

We are committed to protecting your privacy and ensuring your data is secure, in compliance with current Data Protection legislation. Jess Lees is registered with the Information Commissioner's Office (ICO), registration number: 808634.

This policy outlines the basis on which we process any personal data that we collect from you or that you provide to us.

### **Who is responsible for your data?**

Jess Lees is the Data Controller for JL Speech Therapy & Associates and is responsible for managing the personal data we receive about you.

You are responsible for keeping your information up to date. Please inform us of any changes.

### **What Personal Data do we collect about you?**

Personal data includes any information relating to you or the individual accessing our services (e.g., your child). This may include:

- Name, date of birth, and contact details.
- Information related to treatment and access to our services.

This data is typically collected during service access (e.g., assessments) and throughout the course of treatment (e.g., therapy sessions).

We may also receive personal data from third parties, such as your child's school or other healthcare professionals, but only with your explicit consent when relevant to treatment or care.





If you are ever unsure why certain information is requested, please ask us.

### **Why do you use my Personal Data?**

We use your personal data for the following purposes:

- To respond to your enquiries (e.g., emails, website forms, or phone calls).
- To provide services such as assessments, therapy, or training.
- To deliver effective treatment.
- To communicate with you (e.g., sending reports or appointment reminders).

### **How do you use my Personal Data?**

- **Marketing:** We do not share your data with other companies for marketing purposes.
- **Third-Party Sharing:** Personal data may be shared with third parties (e.g., healthcare professionals) to support treatment, but this will always be discussed with you beforehand, and your consent will be obtained.
- **Legal Obligations:** In cases of safeguarding concerns, we may be legally required to use or share your data.

### **Where is my data stored?**

- **Software:** We use the software 'Zanda' to securely store sensitive personal data and case notes.
- **Cloud Services:** Document storage, accounting, and emails are managed through cloud-based services. These may involve servers outside the European Economic Area (EEA). We have verified the security of these services and minimise the data stored on them.
- **Retention:** We retain your data in line with legal obligations. Once this period is complete, all data is securely disposed of.

### **What are our Security Measures?**

We take reasonable and appropriate measures to protect your data from unauthorised access.

- Information transmitted via our website is encrypted.
- Documents containing personally identifiable data sent via email are password-protected. Passwords are sent in a separate email to ensure security.





- Only authorised personnel or third parties (e.g., cloud system providers) have access to your information.

## What are Your Rights over your Data?

You have the right to:

- **Access:** Request a copy of the personal data we hold about you. Some details may be redacted to protect third-party privacy. We aim to provide this within one month of your request or inform you of any delays.
- **Erasure:** Request that irrelevant information be erased. However, medical notes must be retained for the duration of treatment and any legally required post-treatment retention period.

## Lodge a Complaint

If you are unhappy with how we process your data, please contact us directly to resolve the issue. If we cannot resolve your complaint, you can contact the Information Commissioner's Office (ICO) at **0303 123 1113**. Our ICO registration number is 808634.

*Thank you for reading this Privacy Policy. If you have any questions, please don't hesitate to get in touch.*

**Jess Lees**

JL Speech Therapy & Associates

