



**Speech & Language Therapy
West Midlands Ltd.**

Privacy Policy

Date of policy:	May 2024
Policy review date:	May 2025
Person/s responsible:	Company Directors

This policy is under regular review. Updates will be made to reflect developments in procedures and best practice



Speech & Language Therapy West Midlands Ltd.

Introduction

Speech and Language Therapy West Midlands Ltd believe that communication is a fundamental human right and we are committed to providing high quality speech and language therapy services to enable people to reach their potential and achieve functional communication skills.

Our contact details

Speech and Language Therapy West Midlands Ltd

Phone Number: 07411765114

E-mail: info@saltwm.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- When a referral is submitted for assessment / therapy
- When you request details about our services
- When you enquire about joining Speech and Language Therapy West Midlands Ltd
- When you work with a speech and language therapist



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We also receive personal information indirectly, from the following sources in the following scenarios:

- When making a referral, schools and local authorities provide personal information about the person for whom they are seeking speech and language therapy support.

We use the information that you have given us in order to carry out speech and language therapy services or for the purposes of marketing our services to our contacts and clients.

We will not normally share personal data with anyone else without consent, but there are certain circumstances where we may be required to do so. These include, but are not limited to, situations where:

- There is an issue with a client or vulnerable person that puts the safety of our organization or staff at risk.
- We need to liaise with other agencies - we will seek consent as necessary before doing this.
- Our suppliers or contractors need data to enable us to provide services to vulnerable people - for example, IT companies. When doing this, we will:
 - Only appoint suppliers or contractors which can provide sufficient guarantees that they comply with data protection law.
 - Establish a contract with the supplier or contractor to ensure the fair and lawful processing of any personal data we share.
 - Only share data that the supplier or contractor needs to carry out their service. We will also share personal data with law enforcement and government bodies where we are legally required to do so.

In the case of law enforcement requirements, data protection regulation falls under part 3 of the DPA 2018. As such it does not require consent.

We may also share personal data with emergency services and local authorities to help them respond to an emergency situation that affects any of our clients or staff.



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When sharing data, staff will make every effort to anonymise the information, including using codes and removing personal information if it is not absolutely essential. When sharing information all documents should be encrypted and password protected, only using secure and agreed systems.

We will only process personal data where we have one of 6 'lawful bases' (legal reasons) to do so under data protection law:

- (a) Your consent. You are able to remove your consent at any time. You can do this by contacting info@saltwm.co.uk
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

How will my data be used?

The information we hold and process will be used to carry out speech and language therapy services and for the purposes of marketing our services to our contacts and clients. We will keep and use it to enable us to complete our work and manage our relationship with you effectively, lawfully and appropriately, during the enquiries / referral process and once you become a client.

We may sometimes need to process your data to pursue our legitimate business interests, for example to prevent fraud, administrative purposes, or reporting potential crimes. We will never process your data where these interests are overridden by your own interests.

If in the future we intend to process your personal data for a purpose other than that which it was collected we will provide you with information on that purpose and any other relevant information.



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Direct Marketing

We may contact you with information regarding our services via email, or phone, and in compliance with the [direct marketing regulations](#). You have a right at any time to stop us from contacting you for marketing purposes, by emailing info@saltwm.co.uk

Social Media

We may collect publicly available information from social media profiles (X, Facebook, and LinkedIn), when users mention our social media profiles handles, comment on or retweet/share our posts.

We process this information, under the lawful basis of Legitimate Interest - tracking engagement. We will use this information to manage our social media profiles, assess impact and recognise potential collaborators and prospects.

Website

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of our website and to compile statistical reports on website activity. For further information visit www.aboutcookies.org. You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some of our website features may not function as a result.

Google Analytics

We collect information about browsing behaviour on our website so we can update it and ensure it is relevant for our audience. We anonymise and mask IP addresses and never store your full IP address.

How we store your personal information

Your information is securely stored using third party processors, all of which are compliant with the General Data Protection Regulations and you can find further detail about here:

[Google LLC \(USA\)](#) [Google Terms of Service - Privacy & Terms - Google](#)



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Halaxy <https://www.halaxy.com/feature/bank-grade-security>

Personal data that is no longer needed will be disposed of securely. Personal data that has become inaccurate or out of date will also be disposed of securely, where we cannot or do not need to rectify or update it.

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 personal 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 personal information in certain circumstances.
- Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.
- Your right to data portability - You have the right to ask that we transfer the personal 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 info@saltwm.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@saltwm.co.uk



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You can also 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

ICO website: <https://www.ico.org.uk>