



Speech & Language Therapy West Midlands Ltd.

GDPR: Data Protection

Speech and Language Therapy West Midlands Ltd

Purpose

This privacy notice explains the standards that you can expect from Speech and Language Therapy West Midlands Ltd when they request or hold personal information ('personal data') about you; how you can get a copy of the information they have collected about you; and what you can do if you think the standards are not being met.

Speech and Language Therapy West Midlands Ltd is the data controller for personal information. Speech and Language Therapy West Midlands Ltd collects and processes personal data for the purpose of providing speech and language therapy services.

About personal information

Personal data is information about you as an individual. It can be your name, address or telephone number. It can also include information about your communication difficulties and other diagnoses.

We know how important it is to protect your privacy and to comply with data protection laws. We will safeguard your personal data and will only disclose it where it is lawful to do so, or with your consent.

Types of personal data we process

We only process personal data that is relevant to the speech and language therapy services provided. This may include: medical reports, psychological reports, school reports, speech therapy reports, mental health reports etc

Purpose of processing and the lawful basis for the process

Information is processed for the purpose of providing speech and language therapy services and the lawful basis is Article 6(1)(e) of the General Data Protection Regulation, which reads as follows:

'Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller'.

Who the information may be shared with

We sometimes need to share the personal information we process with the individual themselves and also with other organisations. Where this is necessary, we will comply



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with all aspects of the data protection laws. The organisations we may share your personal information with include:

- Local authority
- School
- Other professionals involved in your treatment/care

Details of transfers to third country and safeguards

It is not necessary to transfer personal information overseas in the course of providing speech and language therapy services and therefore these aspects of data protection law are not relevant.

Retention period for information collected

Your information will be retained for seven years after speech and language therapy services have been concluded. This is so that records are available in the event of a complaint that results in legal action.

Access to personal information

You can find out if we hold any personal data about you by making a 'subject access request'. See more information on making a subject access request at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-of-access/>.

When we ask you for personal data

We promise to inform you why we need your personal data and ask only for the personal data we need and not collect information that is irrelevant or excessive;

- You can withdraw consent at any time, where relevant;
- You can lodge a complaint with the supervisory authority;
- We will protect it and make sure no unauthorised person has access to it;
- We will only share it with other organisations for legitimate purposes where appropriate and necessary;
- We will make sure we don't keep it longer than is necessary;
- We will not make your personal data available for commercial use; and
- We will consider any request from you to correct, stop processing or erase your personal data.



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You can get more details on:

- Agreements we have with other organisations for sharing information;
- Circumstances where we can pass on personal information without telling you, for example, to help with the prevention or detection of crime, safeguarding concerns or to produce anonymised statistics;
- How to make a complaint.

Complaints

When we ask you for information, we will keep to the law. If you consider that your information has been handled incorrectly, you can contact the Information Commissioner for independent advice about data protection. You can contact the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
www.ico.org.uk