

## **GDPR: Data Protection**

### **Louise Engers LTD, Speech and Language Therapy**

#### **Purpose**

This privacy notice explains the standards that you can expect from Louise Engers, Speech and Language Therapist when she requests or holds personal information ('personal data') about you; how you can get a copy of the information she has collected about you; and what you can do if you think the standards are not being met.

Louise Engers is the data controller for personal information. Louise Engers 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.

I know how important it is to protect your privacy and to comply with data protection laws. I 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 I process**

I 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**

I sometimes need to share the personal information I process with the individual themselves and also with other organisations. Where this is necessary I will comply with all aspects of the data protection laws. The organisations I 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 I 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 I ask you for personal data**

I promise to inform you why I need your personal data and ask only for the personal data I 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;
- I will protect it and make sure no unauthorised person has access to it;
- I will only share it with other organisations for legitimate purposes where appropriate and necessary;
- I will make sure I don't keep it longer than is necessary;
- I will not make your personal data available for commercial use; and
- I will consider any request from you to correct, stop processing or erase your personal data.

### **You can get more details on:**

- Agreements I have with other organisations for sharing information;
- Circumstances where I 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 I ask you for information, I 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](http://www.ico.org.uk)