



Kernow Communication Therapy

Privacy Policy

This form should be read in conjunction with Kernow Communication Therapy's Terms and Conditions and Consent Form.

Kernow Communication Therapy is committed to respecting and protecting your personal information.

Who is Kernow Communication Therapy?

Kernow Communication Therapy is an Independent Speech and Language Therapy Service set up in 2013 by Samantha (Sam) Edmonds, a fully qualified Speech and Language Therapist. Sam has worked as a Speech and Language Therapist since 2002.

Sam controls and processes all personal information for Kernow Communication Therapy and she is a registered Data Controller with the Information Commissioner's Office (ICO). Details of her registration can be found here: <https://ico.org.uk/ESDWebPages/Entry/ZA200343>

What kinds of personal information will Kernow Communication Therapy collect?

The list below provides some examples of personal information that may be collected:

- The child's name, age, date of birth, home address, medical history, education details, speech and language history, milestones, ethnicity.
- Parent or carer names, phone number, email address, home address, details of any speech, language or learning difficulties.
- Family structure details (for example, details about who lives at home with the child).

How will Kernow Communication Therapy collect personal information?

Kernow Communication Therapy will collect personal information by written and spoken forms of communication (for example, face to face discussions, phone calls, emails, website enquiries).

Information is collected from parents and with parent permission information will be collected from professionals and other people known to the child.

Kernow Communication Therapy will only collect information that is relevant or required to provide Speech and Language Therapy Services.

How does Kernow Communication Therapy use personal information?

Personal information is used to:



- Communicate with parents.
- To provide services (such as assessment and therapy sessions).
- Communicate with professionals and other people known to the child (if parents have given permission).
- Plan and deliver Speech and Language Therapy services.
- To create and send invoices.
- To complete audits.
- To communicate with others if this is required by the law (this is the only time personal information will be shared with others without permission from parents).

What is Kernow Communication Therapy's lawful basis for processing personal information?

The lawful basis is a 'legitimate interest' under article 6 of General Data Protection Regulation (GDPR). Kernow Communication Therapy cannot deliver a service to your child without processing personal information.

Information relating to a child's health is classified as 'Special Category Data' under section 9 of the GDPR. The regulations state that health professionals who are "legally bound to professional secrecy" may have a lawful basis for processing this information. Speech and Language Therapists are legally bound to keep client information confidential and it is under this condition that personal information is stored and processed.

How does Kernow Communication Therapy meet professional obligations?

Kernow Communication Therapy is registered with the Health and Care Professions Council (HCPC) <http://www.hcpc-uk.org/>. This is a legal requirement for all Speech and Language Therapists. The HCPC has clear standards of conduct, performance and ethics that must be followed. These standards affect the way information is processed and shared. For example:

Standard 2: To communicate appropriately and effectively "You must share relevant information, where appropriate, with colleagues involved in the care, treatment or other services provided to a service user."

Standard 10: To keep records of your work "You must keep full, clear, and accurate records for everyone you care for, treat, or provide other services to. You must complete all records promptly and as soon as possible after providing care, treatment or other services. You must keep records secure by protecting them from loss, damage or inappropriate access."

How does Kernow Communication Therapy store personal information?

Kernow Communication Therapy stores personal information in paper and electronic formats.

Paper format: Information is stored in a locked filing cabinet. If information is taken out of the cabinet it will be kept with Kernow Communication Therapy (Sam Edmonds) or in a locked location.

Electronic format: Information is password protected and stored on a password protected laptop or hard drive. Storage of electronic documents may change in the future to ensure documents remain accessible and secure.

How long does Kernow Communication Therapy keep personal information for?

Telephone enquiry - information is kept until the enquiry has been completed. This is usually within 7 working days. If a referral is made, the information may be transferred to the child's casenotes otherwise the information will be destroyed.

Email - emails are kept for approximately three months. After this time emails will be printed and stored with the child's paper casenotes or they will be deleted.



Casenotes – these files are kept until the child’s 25th birthday (or 26th birthday if they are 17 years old at the end of treatment).

How does Kernow Communication Therapy keep personal information confidential and secure?

- Use of password protected documents and hard-drives.
- Use of virus software.
- Keeping up to date with information from the ICO and other relevant organisations.
- Locking up information when it is not in use. If information is being used it is transported in a bag where the information cannot be seen.
- Storing the key for locked cabinets in a hidden location.
- Reviewing and updating policies.
- By limiting the amount of personal information collected (only collecting what is needed).

What are your rights?

- You have the right to withdraw permission at any time.
- You have the right to change your preferred methods of communication (for example you may prefer emails to phone calls).
- You have the right to request a copy of the personal information that is held about you and your child. This is called a Subject Access Request and it is free of charge. All requests will be processed and completed within 30 days of receipt.

Can you request personal information be erased?

Because information is processed on a legitimate basis, is not possible to request erasure of personal information. However, you can request that incorrect information is changed. For example, you can request to change your previous home address to your new home address.

Is there anything else you need to know?

Kernow Communication Therapy is committed to protecting your personal information and will never sell your details to any third parties. Kernow Communication Therapy will not use your personal data in marketing (unless consent has been given).

Who to contact for further details?

You can contact Sam Edmonds, Kernow Communication Therapy by:

Email: samwedmonds@gmail.com

Telephone: 07969006508

Post: Kernow Communication Therapy, 126 Bedowan Meadows, Newquay, Cornwall, TR7 2TB.