

## **PRIVACY POLICY**

**The purpose of this notice is to inform you of the type of information that North Star Speech & Language Therapy holds, how that information is used, who we may share that information with and how we keep it secure and confidential.**

### **Who we are**

- North Star Speech & Language Therapy is an independent speech and language therapy service for children and young people aged 0-25 years old. We provide speech and language therapy to children in the home and/or educational setting as well as community clinic settings. It is directed by Catriona Cavanagh, Speech and Language Therapist, who is registered with CORU and the Health and Care Professions Council (UK).
- North Star Speech & Language Therapy is based to Greencastle, Co. Donegal and can be contacted on (+353) 86 361 6878.
- North Star Speech & Language Therapy operates a website at [www.northstarslt.com](http://www.northstarslt.com) and Facebook page at [www.facebook.com/northstarSLT](http://www.facebook.com/northstarSLT)

### **What types of personal information will North Star Speech & Language Therapy collect?**

- The North Star Speech & Language Therapy therapist will collect personal information that includes:
  - Basic details such as your child's name, date of birth and address.
  - Parent/carer names, telephone number and email address.
  - Medical, developmental and educational information about your child.

We have no right to ask about information that is not relevant to your child's care.

### **How we collect personal information**

- North Star Speech & Language Therapy will collect personal information about your child via written and spoken forms of communication including text message, phone call, face to face discussion, voicemail, Facebook messenger, Whatsapp, email and website enquiry forms.
- With parental consent, information may also be collected from other professionals working with your child (such as teachers, nursery staff, HSE Speech and Language Therapist, etc.).

- When making an initial enquiry and therefore providing personal information, you are consenting to personal details for yourself and your child being held temporarily by North Star Speech & Language Therapy. If your enquiry does not result in your child being seen by North Star Speech & Language Therapy, then this personal information will be deleted once your enquiry has been dealt with. If your child is subsequently seen by North Star Speech & Language Therapy these details will be added to their personal record.

### **How we use personal information**

- Personal information is collected and used by us for the purpose of delivering and managing the speech and language therapy input that your child receives.
- Any sensitive personal details collected are stored securely and processed in confidence by North Star Speech & Language Therapy and shall only be used for the purposes of delivering appropriate speech and language therapy services to your child.
- With your consent, information about your child's speech and language needs will be shared with other professionals involved in your child's care, when it is in your child's best interests. A record of your consent is kept within your child's case notes. It is your responsibility to provide North Star Speech & Language Therapy with any updates or changes to consent provided.
- Unless we are required to do so by law, we will not disclose any personal information collected to any person other than set out above.

We do not employ agents to process personal data and we do not give or sell clients' details to any third parties.

### **How we keep your information confidential and safe**

- North Star Speech & Language Therapy has a legal duty to keep personal information confidential and secure under Data Protection Legislation. Information about you, your child and their speech and language therapy are stored in secure electronic and paper records. We use a secure electronic cloud-based system called 'WriteUpp' which is compliant with General Data Protection Regulations.
- Documents which contain confidential information such as reports are also password protected from the outset. Any paper based confidential information such as assessments are stored securely in a locked filing cabinet in accordance with Data Protection Regulations.
- Client's phone numbers are stored on a password protected mobile phone; text messages sent will remain on the phone until the content has been added to your child's records.
- The minimum amount of confidential information will be taken out of the Speech and Language Therapist's office base. When your child's information is taken out of the office base it will be kept with the Speech and Language Therapist.

## **Our lawful basis for processing personal information**

- The legal basis for the processing of your information for the purposes listed above is one of 'legitimate interest' (under article 6 of General Data Protection Regulation GDPR). We cannot adequately deliver a service to your child without processing their personal information. As it is both a necessity for our service delivery and of benefit to your child, we have a legitimate interest to process and store their data.
- Data relating to an individual's health is classified as 'Special Category Data' under section 9 of the GDPR. The regulations specify that health professionals who are "legally bound to professional secrecy" may have a lawful basis for processing this data. Speech and Language Therapists are legally bound to keep client information confidential and it is under this condition that we process and store personal information.

## **Your rights**

- Data protection law gives individuals rights in respect of the personal information that we hold about you and your child. These include:
  - To be informed why, where and how we use your information.
  - To request a copy of the information that we hold about your child.
  - To ask for your child's record to be amended if you believe that it is wrong.

## **How to access your child's records**

- We will provide access to your child's records within 30 days of receipt of written request for all necessary information.
- Any request for access to records should be put in writing and sent to [info@northstarslt.com](mailto:info@northstarslt.com) or to the address below.

North Star Speech & Language Therapy  
Eleven Ballyboes  
Greencastle  
Co. Donegal

## **Further concerns or questions**

- Should you have any questions or concerns about your information, please contact Catriona Cavanagh at:
  - Email: [catriona@northstarslt.com](mailto:catriona@northstarslt.com)
  - Phone: (+353) 86 361 6878