

Privacy Policy

Privacy Information

We are an Independent Speech and Language Therapy Service known as Merseyside Autism and Speech Therapy Limited. We work in partnership with SENDAC Limited to provide assessments and post-diagnostic support.

Should you choose to use our service we will gather and use personal information relating to you and/or your child. Information that we hold in relation to individuals is known as their 'personal data' which includes data that we obtain from you directly and data about you that we obtain about you from other people and organisations. Anything that we do with an individual's data is known as 'processing'. As registered Health Professionals we are required to store and hold your personal data for a period of time after you or your child have left our service.

All individual have the right to be informed about the collection and use of personal data. This privacy notice sets out what personal data we will hold about you, why we process that data, who we share this information with, and your rights in relation to your personal data processed by us.

Personal Data

Why do we use your personal data?

As Healthcare Professionals we are required to obtain personal data about you, to be able to deliver an individualised service that is relevant and personal. We will request your consent before processing your data; this means you can choose whether to use our service. In some circumstances, we may also have a duty to share your personal data.

Our lawful basis for processing your personal data under Article 6 GDPR is;

1. 'Consent' – you have opted in to our service by providing informed consent. We will process your personal data in order to provide a speech and language therapy services to you or your child. You can withdraw your consent at any time by notifying us directly.
2. 'Legal Obligation' – in some circumstances we may be required by law to share your personal data, for example, to raise or address any concerns about safeguarding vulnerable people.

Any information shared with us is treated confidentially. As recognised best practice, we regularly liaise with other health and education professionals, and when necessary we share your information.

With your consent, we will collect, store, share and otherwise use the following categories of personal data.

Special Category Data

We also process 'special category data' with your consent which is personal data that requires more protection because it is sensitive. Our lawful basis for processing special category data is;

1. 'Health Data' under Article 9 GDPR.

What personal data do we process?

Name(s), address, date of birth, telephone number(s), email address, language(s), school/education details, employment details, GP name and contact details, and financial details (such as bank details).

What special category data do we process?

The special category data we may hold about you includes; Information about health, gender, age, genetic information, racial or ethnic origin, religious beliefs, and relationships.

How do we use this information?

We use your information to enable us to provide speech and language therapy services and share relevant healthcare information with other professionals, such as;

- To gather detailed referral information
- To plan and deliver speech and language therapy assessments
- To plan and deliver speech and language therapy interventions
- To support other professionals who are working with you/your child
- To provide feedback about you/your child's speech, language and communication strengths and needs
- To provide written reports and information about you/your child's speech, language and communication strengths and needs

How long will we hold your personal data?

We will hold information about you only for as long as necessary. How long we need to hold on to any data will depend on the type of information. As healthcare professionals, we adhere to the retention schedules defined in the Records Management Code of Practice for Health and Social Care Records (2016) which are considered best practices.

Type of Record	Retention Period
Children's Health Records	25 th or 26 th birthday
Adult Health Records	8 years
Electronic Patient Record	As above

Where do we get your personal data from?

We will obtain an amount of personal data about you or your child directly from you.

We may also obtain information about you or your child from other sources. This might include information from other organisations or professionals, for example; Teachers, Doctors, and Health Visitors.

Who will we share your personal data with?

Health Services: GP, Local NHS Services, Private Health Services involved in your care.

Education Providers; Private nurseries, Children's Centres, Schools, and Colleges involved in your care.

Sub-Contractors; Administration Assistant(s), Speech and Language Therapist(s), and Allied Health Professional(s) involved in your care.

Keeping this information safe

MAST are registered Data Controllers with the UK regulator The Information Commissioner's Office (ICO). We use a number of physical and electronic security measures to keep your personal data safe and secure, such as encryption and password protection. We have internal policies and controls in place which ensure that personal data is not lost, accidentally destroyed, misused or disclosed and is not accessed by anybody without the required permission.

Your rights in relation to your personal data held by us

GDPR provides the following rights to individuals;

1. The right to be informed
2. The right of access

3. The right to rectification
4. The right to erasure
5. The right to restrict processing
6. The right to data portability
7. The right to object
8. Rights in relation to automated decision-making and profiling

You have the right to request access to personal data that we hold about you, subject to a number of exceptions. To make a request for access to your personal data you should contact: Elaine Devereux or Anoushka Shewhorak, Directors (MAST Limited).

Please also refer to our data protection policy for further details on making requests for access to your personal data. If you want to exercise any of these rights you should contact MAST Director. The law does not oblige MAST to comply with all requests. If MAST does not intend to comply with the request you will be notified of the reasons why in writing.

Concerns

If you are concerned about how we are using your personal data then you can contact MAST directly at elaine@merseysidespeechtherapy.co.uk, anoushka@merseysidespeechtherapy.co.uk, jfoley@fulfilllearning.com or an outside agency – The Information Commissioner’s Office <https://ico.org.uk/concerns/>

Anoushka Shewhorak, Elaine Devereux & Jayne Foley