

## TAILOR-MADE SPEECH & LANGUAGE THERAPY

### GDPR: DATA PRIVACY NOTICE

Tailor-Made Speech & Language Therapy is committed to protecting and respecting your privacy. This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

The rules on processing of personal data are set out in the General Data Protection Regulation (the "GDPR").

#### 1. Definitions

**Data controller** - A controller determines the purposes and means of processing personal data.

**Data processor** - A processor is responsible for processing personal data on behalf of a controller.

**Data subject** – Natural person

**Categories of data: Personal data and special categories of personal data**

**Personal data** - The GDPR applies to 'personal data' meaning any information relating to an identifiable person who can be directly or indirectly identified in particular by reference to an identifier (as explained in Article 6 of GDPR). For example name, passport number, home address or private email address. Online identifiers include IP addresses and cookies.

**Special categories personal data** - The GDPR refers to sensitive personal data as 'special categories of personal data' (as explained in Article 9 of GDPR). The special categories specifically include genetic data, and biometric data where processed to uniquely identify an individual. Other examples include racial and ethnic origin, sexual orientation, health data, trade union membership, political opinions, religious or philosophical beliefs.

**Processing** - means any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.

**Third party** - means a natural or legal person, public authority, agency or body other than the data subject, controller, processor and persons who, under the direct authority of the controller or processor, are authorised to process personal data.

#### 2. Who are we?

Tailor-Made Speech & Language Therapy is the data controller. This means we decide how your personal data is processed and for what purposes. Our contact details are: Tailor-Made Speech & Language Therapy, 7 Rowan Court, 110 London Road, Bagshot, GU19 5DA. For all data matters contact Kayleigh Turner on 07799 888522 or at [info@tailormadespeechtherapy.co.uk](mailto:info@tailormadespeechtherapy.co.uk).

#### 3. The purpose(s) of processing your personal data

We use your personal data for the following purposes:

- To operate as a health clinic
- To process client enquiries relating to our services
- To enable client enrolment and bookings
- To maintain our own accounts and records
- To inform individuals of important news relating to the clinic and client bookings

#### 4. The categories of personal data concerned

With reference to the categories of personal data described in the definitions section, we process the following categories of your data:

**Personal data** – this may include name of the client (and their siblings and parents/guardians), address, email address and phone number(s).

**Special categories of data** - date of birth, details of any medical conditions and previous and ongoing medical treatment, health and educational records (relating to the client and their family).

We have obtained your personal data from submission of our online booking form or via communication by phone, email, or in person.

## **5. What is our legal basis for processing your personal data?**

### **a) Personal data (article 6 of GDPR)**

#### **Our lawful basis for processing your general personal data:**

- We have obtained your explicit and unambiguous consent
- Processing is necessary for the performance of a contract of care with the data subject or to take steps to enter into a contract of care.
- Processing is necessary to comply with our legal or regulatory obligations and operate as a health practice

### **b) Special categories of personal data (article 9 of GDPR)**

#### **Our lawful basis for processing your special categories of data:**

- We have obtained your explicit and unambiguous consent
- Processing is necessary to operate as a health practice
- Processing is necessary to protect your vital interests or those of another natural person

## **6. Sharing your personal data**

Your personal data will be treated as strictly confidential and will never be shared without your (or parent/guardian) consent. Your consent (or parent/guardian consent) may be given to share information with other professionals in the best interests of the client.

## **7. How long do we keep your personal data?**

We keep your personal data for no longer than reasonably necessary. Your data will be kept for attendance history and ongoing health input to ensure a high level of continued health care and for safeguarding/legal reasons where applicable.

## **8. Providing us with your personal data**

You are under no statutory or contractual requirement or obligation to provide us with your personal data. But failure to do so will have the following consequences:

You will be unable to be a client at Tailor-Made Speech & Language Therapy and client enrolment cannot take place.

The Internet is a global environment. By using the online service, you send information electronically to us, and such data may be transmitted over the Internet internationally depending on your location. Keep in mind that the Internet is not a secure environment, and this Privacy Policy applies only to our use and disclosure of your personal information, to the extent that they are in our possession and under our control. In view of the open nature of the Internet, all Internet transmissions are at your own risk.

## **9. Your rights and your personal data**

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data:

- The right to request a copy of the personal data which we hold about you
- The right to request that we correct any personal data if it is found to be inaccurate or out of date
- The right to request your personal data is erased where it is no longer necessary to retain such data
- The right to request that we provide you with your personal data and where possible and lawful, to transmit that data directly to another data controller, (known as the right to data portability), subject to your own confidentiality obligations
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing
- The right to object to the processing of personal data under the conditions set out in applicable law

## **10. Further processing**

If we wish to use your personal data for a new purpose, not covered by this Data Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions.

## **11. Changes to our privacy policy**

Any changes we may make to our privacy policy in the future will be posted on our website and, where appropriate, notified to you by e-mail. Please check back frequently to see any updates or changes to our privacy policy.

## **12. How to make a complaint**

To exercise all relevant rights, queries or complaints please in the first instance contact:

Kayleigh Turner on 07799 888522 or at [info@tailormadespeechtherapy.co.uk](mailto:info@tailormadespeechtherapy.co.uk). If this does not resolve your complaint to your satisfaction, you have the right to lodge a complaint with the Information Commissioners Office on 03031231113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, England.