



## **Privacy Policy**

Your privacy is vital to us. At Magic Words Therapy Ltd we abide by some fundamental principles:

- We only ask for personal information when it is necessary for providing our service to you.
- We only share your personal information to comply with the law or with other Multi-Disciplinary Professionals involved such as GPs, Educational Psychologists and/or school staff with your consent.
- Personal information is kept only in encrypted and password protected software applications and is deleted from hardware and email servers.
- We aim to make it easy for you to amend details that we hold about you.
- We will only contact you to discuss therapy related issues, resolve invoicing issues or occasionally to let you know about relevant upcoming speech and language therapy related clubs and training courses, we will make it as easy as possible to unsubscribe from future emails.

### **Client privacy**

All clients will read and sign our Terms and Conditions and Terms of Service located at the bottom of our Case History Questionnaire. All of the information collected is deemed necessary to provide a competent Speech and Language Therapy service to you. Your details will not be shared without your consent and you will only be contacted with regards to assessment, therapy or occasionally upcoming Speech and Language Therapy events relevant to you. Your email will be kept safe and will not be used for spam. It will be made easy to unsubscribe from future emails.

### **Gathering of Personally Identifying Information**

Information is gathered via our Consent to Assessment and Treatment form completed and signed before a client is taken into our Duty of Care. We do not store any financial information or card details. Invoice payments can be made via Stripe, Paypal or GoCardless who are responsible for safeguarding your financial details.

Anonymous treatment and therapy outcomes data will be gathered and stored on the Microsoft365 Forms application and will be used to monitor and improve the service delivery for our clients.

### **Storage of Personally Identifying Information**

All personal information gathered from clients forms part of their health record and is securely stored using encrypted cloud-based software called WriteUpp. Contact information is also kept securely via cloud-based accounting software Xero in order to issue and keep track of client invoice payments. As a medical record Magic Words Therapy Ltd must comply with Health and Care Professionals Council guidelines and must securely store the records until 7 years after treatment OR in the case of a paediatric client, the client reaches the age of 25. Following this period the records will be deleted. Magic Words Therapy complies with General Data Protection Regulations 2018 and no personally identifying information is disclosed or shared without prior consent unless the organisation is legally required to do so i.e. it is requested by police, social services or solicitors/legal representatives. Magic Words Therapy Ltd takes all measures reasonably necessary to prevent unauthorised access, use, alteration or destruction of potentially personally-identifying and personally identifying information.

### **Request for information**

Clients and client's legal representatives have the right to request all information held about them on our systems. Magic Words Therapy will respond to all such requests within 30 days. Requests should be made in writing and addressed to Eleanor Harris, Director.

### **Data Amendments**

All clients have the right to correct any data held by us, including personal details on reports or other documents. Please submit all such corrections in writing to your treating therapist. It is the client's responsibility to ensure that we have up to date address and contact details and to notify us of any changes immediately.

### **Website Subscriptions**

We do not gather personally identifying information from our website, however website visitors are able to subscribe to our mailing list via our website. Email addresses are stored securely via MailChimp. Visitors' emails will be kept safe and will not be used for spam. It will be made easy to unsubscribe from future emails.

### **Aggregated Subscriptions**

Statistics about website visitor behaviour may be collected by Magic Words Therapy such as monitoring the most visited web pages, however this information will not contain personally identifying information and will only be used internally for website development purposes.

### **Privacy Policy Changes**

Our Privacy Policy will be stored on our website. There may be minor changes from time to time at our discretion. You are encouraged to frequently check this page for any changes to our Privacy Policy.

### **Data Protection Officer**

Magic Words Therapy Ltd are the data controller and Eleanor Harris is the allocated Data Protection Officer. You can make a complaint about control of your information to Eleanor Harris by email [eleanor@magicwordstherapy.co.uk](mailto:eleanor@magicwordstherapy.co.uk), or you have the right to complain to the Information Commissioner's Office.

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