

Privacy Notice

Amy Wallace Speech and Language Therapy is committed to keeping personal and clinical information safe, confidential and used only for appropriate purposes.

This Privacy Notice explains what information is collected, why it is used, how it is stored and protected, who it may be shared with, and the rights of clients and families under data protection law.

1. About Amy Wallace Speech and Language Therapy

Amy Wallace Speech and Language Therapy provides independent Speech and Language Therapy services to children and young people in clinic, at home, within educational settings and online.

Amy Wallace is a registered Speech and Language Therapist and is registered with the Health and Care Professions Council (HCPC). She is also a member of the Royal College of Speech and Language Therapists (RCSLT) and the Association of Speech and Language Therapists in Independent Practice (ASLTIP).

Amy Wallace is registered with the Information Commissioner's Office (ICO) as the Data Controller for the practice. This means that Amy Wallace Speech and Language Therapy is responsible for deciding how and why personal information is used and for ensuring that it is handled appropriately.

For questions about personal information, please contact:

Amy Wallace Speech and Language Therapy
Email: amywallaceslt@gmail.com

2. What information is collected

To provide Speech and Language Therapy safely and effectively, Amy Wallace Speech and Language Therapy may collect information including:

- the child's name and date of birth;
- parent/carer names and contact details;
 - address and contact information;
 - educational setting;
 - NHS number where relevant;
- relevant medical and developmental history;
- information about speech, language, communication, sensory and regulation needs;
 - diagnoses and relevant health information;
 - assessment results;
 - clinical and therapy notes;
 - reports and therapy programmes;
 - information provided by parents/carers;

- information provided by other professionals involved in the child's care or education;
 - EHCP information where relevant;
 - appointment and attendance information;
 - correspondence such as emails and messages;
 - invoices and payment information;
- photographs, audio or video recordings where these have been specifically agreed.

Information relating to health, development or disability is considered special category personal data and receives additional protection under data protection law.

Amy Wallace Speech and Language Therapy aims to collect only information that is relevant and necessary for providing the service.

3. How information is collected

Information is usually provided by the child or young person, their parent/carer, or another person involved in arranging the service.

This may happen when:

- an enquiry is made;
- a referral or case-history form is completed;
- an assessment or therapy session takes place;
- reports or other documents are provided;
- communication takes place by email, telephone, messaging or another agreed method.

With appropriate agreement, information may also be received from professionals involved in the child's care, education or support, for example:

- schools and nurseries;
- NHS Speech and Language Therapists;
 - GPs and paediatricians;
 - occupational therapists;
 - educational psychologists;
- Local Authority professionals;
 - social care professionals;
- other relevant health or education professionals.

4. Why information is used

Personal and clinical information may be used to:

- respond to enquiries and referrals;
 - arrange appointments;
- assess speech, language and communication needs;
 - plan and provide therapy;
 - monitor progress;
- maintain appropriate clinical records;

- prepare reports, therapy programmes and recommendations;
 - contribute to EHCPs and annual reviews where relevant;
 - communicate with families;
- work collaboratively with other professionals, where appropriate;
 - manage invoicing and administration;
- meet professional, safeguarding, regulatory and legal responsibilities.

5. Lawful basis for processing information

Amy Wallace Speech and Language Therapy processes personal information in accordance with UK data protection legislation.

Depending on the purpose, the relevant lawful basis may include:

- Contract – where processing is necessary to provide the Speech and Language Therapy service requested.
 - Legitimate interests – where information is needed to operate and administer an independent healthcare practice appropriately.
- Legal obligation – where processing is necessary to comply with a legal or regulatory responsibility.
- Vital interests – in exceptional circumstances where information is necessary to protect someone's life.

Health and clinical information is special category personal data. This is generally processed where necessary for the provision of health care or treatment under Article 9(2) (h) UK GDPR, together with the relevant provisions of the Data Protection Act 2018.

Consent may be requested for particular optional activities, such as audio or video recording, research, publicity or other uses of information outside routine clinical care.

Consent to Speech and Language Therapy is separate from the lawful basis used to maintain appropriate clinical records.

6. Sharing information

Personal and clinical information is treated confidentially and will only be shared where there is an appropriate reason to do so.

With appropriate agreement, relevant information may be shared with professionals involved in the child's care or education, for example:

- schools or nurseries;
- NHS Speech and Language Therapists;
 - GPs or paediatricians;
 - occupational therapists;
 - educational psychologists;
 - Local Authority professionals;
- other relevant health, education or care professionals.

Only information that is necessary and relevant will be shared.

Information may occasionally need to be shared without consent where there is a safeguarding concern, a risk of serious harm, a legal requirement, a court order or another appropriate professional or legal obligation.

Amy Wallace Speech and Language Therapy does not sell personal information or provide clinical information to organisations for marketing purposes.

7. Digital systems and third-party service providers

Amy Wallace Speech and Language Therapy uses secure third-party digital systems to support the administration and delivery of the practice.

These may include services used for:

- clinical record keeping and practice management;
 - secure document storage and sharing;
 - email and communication;
 - invoicing and payments;
 - accounting;
 - website hosting;
 - transcription and clinical documentation;
- artificial intelligence-assisted documentation.

Where another organisation processes personal information on behalf of the practice, reasonable steps are taken to ensure that appropriate data protection and security arrangements are in place.

8. Artificial intelligence-assisted clinical documentation

Amy Wallace Speech and Language Therapy may use secure digital or artificial intelligence-assisted tools to support clinical documentation.

These tools may assist with tasks such as:

- transcription;
- organising or summarising session information;
 - preparing draft clinical notes;
- preparing draft reports, letters or therapy materials.

These tools are used to support, rather than replace, professional clinical judgement.

All clinically relevant documentation produced with AI assistance is reviewed and edited by the therapist before it is relied upon or entered into the clinical record.

Responsibility for clinical records, recommendations and decisions remains with the Speech and Language Therapist.

Where appropriate, information provided to general-purpose digital or AI tools is minimised or pseudonymised, for example by using coded identifiers and removing unnecessary names, school details or other identifying information.

No clinical diagnosis, therapy recommendation or significant decision about a child or young person is made solely by an automated system.

9. Audio transcription of clinical sessions

Secure digital or AI-assisted transcription tools are used during clinical sessions to support the preparation of clinical notes.

Agreement to audio transcription is optional and is separate from agreement to receive Speech and Language Therapy.

Declining or withdrawing agreement to audio transcription will not affect access to Speech and Language Therapy.

Any transcript or AI-generated summary is treated as draft clinical documentation and is reviewed by the therapist before relevant information is entered into the clinical record.

10. Audio, video and photographs

Audio recordings, video recordings or photographs are useful for assessment, therapy or clinical review.

Where recording is proposed, the purpose will be explained and appropriate agreement will be obtained.

Separate permission will be sought where recordings are intended for a different purpose, such as training, research or publicity.

Recordings will only be retained for as long as they are required for their intended purpose unless there is another appropriate reason to retain them.

11. How information is kept secure

Amy Wallace Speech and Language Therapy takes reasonable steps to protect personal and clinical information.

Measures may include:

- password-protected devices and systems;
 - secure cloud-based clinical systems;
 - appropriate access controls;
 - device locking and account security;
 - secure document sharing;
 - secure storage of paper records;

- data minimisation and pseudonymisation;
- secure deletion or destruction of information that is no longer required.

Access to clinical information is limited to those who require it for an appropriate professional purpose.

12. How long information is kept

Clinical records for children and young people are normally retained in accordance with professional healthcare record-keeping guidance.

This will generally mean records are retained until the child's 25th birthday, or until their 26th birthday where treatment ended when they were aged 17, unless there is a legal, safeguarding, insurance or other appropriate reason to retain them for longer.

Financial and administrative records are retained for the period required under relevant UK financial and tax requirements.

Information will be securely deleted or destroyed when it is no longer required.

13. Email and electronic communication

Email and electronic messaging are convenient ways to communicate but cannot be guaranteed to be completely secure.

Reasonable steps will be taken to protect confidential information when communicating electronically.

Clients are asked to notify Amy Wallace Speech and Language Therapy promptly if their email address, telephone number or other contact information changes so that confidential information is not sent to an outdated contact.

14. Data protection rights

Under data protection law, individuals may have the right to:

- ask what information is held about them or their child;
 - request a copy of personal information;
 - request correction of inaccurate information;
- request deletion of information in certain circumstances;
- request restriction of processing in certain circumstances;
 - object to certain types of processing;
- request transfer of information in certain circumstances;
- withdraw consent where consent is being relied upon.

These rights are not absolute. For example, Amy Wallace Speech and Language Therapy may have a professional or legal obligation to retain a clinical record even where deletion is requested.

For children, data protection rights belong to the child. For younger children, these rights will usually be exercised on their behalf by someone with parental responsibility. As children become older and more able to understand how their information is used, their own views and rights will increasingly be taken into account.

15. Concerns or complaints

If there are concerns about how personal information has been handled, Amy Wallace Speech and Language Therapy should be contacted in the first instance so that the concern can be investigated.

Individuals also have the right to raise a concern with the Information Commissioner's Office (ICO).

Further information about data protection rights is available from the ICO at www.ico.org.uk.

16. Changes to this Privacy Notice

This Privacy Notice will be reviewed periodically and updated where there are significant changes to the services provided, the technology used or applicable professional or legal requirements.

Last updated: September 2026

This Privacy Policy explains what Personal Data Amy Wallace Speech and Language Therapy holds, why we hold and process it, who we might share it with and your rights and freedoms under the Law. Please contact us with any queries.