

## Supervision Privacy Information

We care about privacy. We have written this notice so that you can understand how we work and how we process your personal data.

This notice explains everything we think you need to know about our processes, but if there is anything you are not sure about or would like to discuss with us, please contact us using the [details provided below](#). We would be happy to talk things through with you.

For ease of reading, we've put together what we think is the most important information in our summarised version below. If you would like more detail, please click on the various links throughout the provided information and it will take you to our more detailed full version (which directly follows the summarised notice).

### Key information about how we use your information

**Who we are:** Chatterbox Sussex Speech and Language Therapy provide independent speech and language therapy to children, and professional supervision to Health and Care Professions Council (HCPC) registered Speech and Language Therapists (or equivalent registering bodies outside of the UK). Chatterbox act as the Controller for the personal information you share with us. This means that we are responsible for looking after your data and ensuring that your privacy is protected. [Find out more here](#).

**The personal data we process:** We process a range of information about you, including basic contact details, general administrative information and records about the service we provide. In some circumstances we may process additional information about the treatment you have provided, but only where you choose to share this information with us. [Find out more here](#).

**How we use your information:** Your information will be used to plan and deliver supervision, check and review progress, and for administrative purposes. [Find out more here](#).

**Who we may share your information with:** In the delivery of the service, we share information with our trusted service providers. This includes providers of artificial intelligence and productivity tools, as well as video conferencing platforms which assist us in tasks like document drafting, summarisation, case management and administration. [Find out more here](#).

**How we store your personal data:** We hold all personal data on secure software called WriteUpp for up to seven years after the supervision relationship ends, at which point it is securely destroyed. [Find out more here](#).

**Our lawful basis for processing personal data:** Our processing is necessary for the fulfilment of a contract that we have in place with you, or to take steps to put that contract in place. We process some data in your and our legitimate interests. We may also discuss aspects of the services you have delivered with clients within confidential clinical supervision to ensure safe, effective and high-quality practice. We process this data for the management of health and care services. [Find out more here](#).

**Your rights and how to contact us:** For information about your rights under the data protection legislation and how to contact us, please see our full notice. [Find out more here](#).

# Full privacy notice

## Who we are

Chatterbox Sussex Speech and Language Therapy Limited is registered with Companies House (No.10859242). We provide independent speech and language therapy to children, and professional supervision to HCPC registered Speech and Language Therapists (or equivalent registering bodies outside of the UK). The company is owned and directed by Rachel Barton, Speech and Language Therapist, registered with the Health and Care Professions Council (HCPC). Chatterbox Sussex SLT operates a website at [www.chatterboxsussex.com](http://www.chatterboxsussex.com).

Chatterbox is the Controller in respect of the personal data we process and is registered with the Information Commissioner's Office (ZA266569). We manage personal data in accordance with the UK's data protection legislation.

## The personal data we will process

While working with you, we will collect a range of personal data. The data we process will include:

- Name
- Address
- Telephone numbers and email address
- Employment setting
- HCPC registration number
- Information you provide us about your aims and goals
- Notes taken during the supervision sessions we have with you (either via AI tools, or manually)
- General administrative information (e.g. information about your sessions, general queries, invoicing and payments)

In addition to the above, you may choose to share information about the treatment you have provided to your clients where it is relevant to your supervision. Please note, this information should always be anonymised before you share it with us, so please be sure not to use names or give examples that would be identifiable.

## How we will use your information

All personal data relating to you will be used for the purpose of delivering appropriate supervision services. It will be used to:

- Prepare, plan and deliver supervision appropriate to your needs.
- Communicate with you about appointments, resources and invoicing via email, phone, SMS and WhatsApp Business.
- Create and maintain supervision records, including session notes and observations relevant to the delivery of the service.
- Carry out service evaluation and audit (always reported anonymously).
- Comply with legal, regulatory and financial obligations.

## Who we share your information with

We only share your personal data with trusted third-party service providers who support our business operations and who are compliant with data protection laws. This includes providers of artificial intelligence (AI) and productivity tools which assist us in tasks like case management, document drafting, summarisation, and internal communication (we provide additional information about our use of AI below). We also rely on video conferencing platforms where supervision is conducted remotely.

These service providers act as data processors on our behalf and are contractually bound to:

- Process personal data only in accordance with our instructions.
- Implement appropriate technical and organisational measures to ensure data security.
- Not use the data for their own purposes.
- Assist us in complying with applicable data protection obligations.

Where such providers are located outside the UK or EEA, we ensure that appropriate safeguards are in place, such as International Data Transfer Agreements or adequacy decisions, to protect your personal data.

## Use of AI

We rely on AI tools to improve the accuracy and efficiency of our record keeping, which helps us to deliver the most effective service to you. We currently use Heidi AI in the provision of our services in the following two ways:

- 1) Routine post-session dictation: after most sessions the supervising therapist may dictate a short summary into Heidi – an AI medical scribe securely hosted by Heidi Health Pty Ltd. Heidi converts the dictation to text and immediately deletes the audio once the transcript is produced. No part of the supervisee's voice is captured in this routine workflow, and the resulting note becomes part of the Chatterbox Sussex SLT record.
- 2) Optional live transcription: We can offer our supervisees a written summary of the supervision for their own professional development. If you ask us to, we can set up Heidi to record the conversation, convert it to text, and summarise it to the key points. The summarised transcript is created for your reflection and CPD: we will send it to you through our secure client portal at the end of the session, and it will form part of your supervision record.

Personal data is retained by our transcription provider Heidi AI for a maximum period of five working days, after which point it is securely deleted.

**Accuracy disclaimer:** *AI-generated transcripts may contain occasional transcription errors. You should review and amend any errors before submitting it for CPD evidence. A note will be made in WriteUp that the Heidi summary is sent to the supervisee prior to this process.*

## How Personal Data are stored

Personal data about you are stored on an electronic system called “WriteUpp”. WriteUpp is hosted securely by Pathway Software (UK) Limited.

Any paper based personal data are stored in a secure filing system.

Your phone number(s) may be stored on a password protected mobile phone and text messages/multimedia messages sent to us will remain on the phone for the duration of our contract with you.

All information relating to you will be securely destroyed within seven years of the supervision relationship ending.

## Our lawful basis for processing personal data

Whenever we process personal data, we must ensure that we have an appropriate lawful basis under the relevant data protection legislation. Chatterbox has identified the below bases under the UK General Data Protection Regulation (UK GDPR):

- The processing is necessary for a **contract** that we have in place with you or with a view to entering into a contract with you. By agreeing to our Terms and Conditions, we are entering into a contract with you to deliver the supervision. To meet our obligations under this contract, we must process certain personal data about you.
- We have a **legal obligation** under HCPC Standards of Conduct, Performance and Ethics to conduct supervision which enables Speech and Language Therapists to effectively manage and deliver safe clinical care and maintain standards of competence.
- Where processing is necessary in our or your **legitimate interests**. We rely on this basis when we monitor and review the effectiveness of the service we offer and to drive improvements (such as in our audit activities), or whenever we conduct feedback surveys. This basis also applies to our use of the AI transcription service (please see “Use of AI”, above). Use of data in this way is necessary to ensure accurate documentation, improve efficiency, and support professional development.

In some circumstances we may discuss aspects of client work within confidential clinical supervision to ensure safe, effective and high-quality practice. It is a professional and regulatory requirement for us to ensure speech and language therapists meet these standards under the HCPC Standards of Proficiency. This constitutes medical and health information, which is defined as ‘special category’ (sensitive) data under the UK GDPR. In the rare circumstances that this becomes identifiable (despite best efforts to anonymise), we process this data for the **management of health and care services**.

## Your rights and how to contact us

You have various rights under the data protection legislation. These include, but are not limited to:

- The right to be informed – we will always be transparent in how we process your data. Our privacy notices help us to meet this requirement.

- The right to erasure – you have the right to request deletion of the information we hold about you.
- The right of access - unless relevant exemptions apply, you have the right to be told whether we hold your personal information and, if so, to be given a copy of it. This is known as the right of access or subject access.
- The right to rectification – if you believe the information we hold is inaccurate or incomplete, please contact us to investigate.
- The right to complaint – if you are dissatisfied with how we use your personal data please contact us so we can help to make it right.

Please be aware, that these rights are not absolute and may be restricted in certain circumstances. For example, where we have a legal obligation to retain records. If you would like to exercise any of your data subject rights, please contact us using the details below.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) as the supervisory authority for data protection. We would encourage you to raise your complaint directly with us prior to contacting the ICO. Please contact: [casework@ico.org.uk](mailto:caserwork@ico.org.uk) or telephone: 0303 123 1113. For any further contact information please see:

<https://ico.org.uk/global/contact-us/>.

*Contact details:* If you have any questions about this privacy notice, or would like to exercise any of your data subject rights such as the right of access, please contact us at: [rachelbartonslt@gmail.com](mailto:rachelbartonslt@gmail.com), or by calling 07999 829233, or in writing to Chatterbox Sussex SLT Ltd, 9 Hamfield Drive, Hassocks, BN6 9ZW.