

Privacy Information for Families

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. 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: In working with your child, we will collect personal information about them and you. This will include basic information and contact details, and general administrative information. We will also process sensitive information such as relevant medical information about your child related to their therapy, and audio recordings to help with the delivery of the therapy. These recordings are deleted at the end of each session. [Find out more here](#).

How we use your information: We will use yours and your child's information to plan and deliver speech and language therapy, check and review progress, and communicate with you and other relevant organisations about the therapy. [Find out more here](#).

Who we may share your information with: With your agreement, personal data about your child's speech and language therapy needs may be shared with other professionals involved in their care, when it is in your child's best interests. We also rely on trusted 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 until your child reaches 25 years of age after 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 also process some data in your and our legitimate interests. Health data is processed for the provision of health or social care or treatment. [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 in home and educational settings. 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.

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 and your child, we will collect a range of personal data. The data we process includes:

Directly from you:

- Pre-assessment questionnaire information
- Communications about appointments and progress
- Child development information
- Contact and payment details

From your child:

- Assessment results and observations
- Therapy session notes and progress records
- Video or audio recordings (with your and their agreement)
- Speech and language samples

From other professionals (with your agreement):

- Healthcare provider reports
- Educational setting information
- Updates from other involved professionals

How we will use your information

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

- Prepare, plan and deliver therapy appropriate to your child's needs.
- Track the progress that your child is making and adjust their treatment plans.
- Communicate with you via telephone, email, text message or WhatsApp Business to update you about your child's progress, arrange and confirm your child's appointments, conduct general communication between appointments and send invoices and receipts.
- Communicate with other professionals involved with your child (where you have asked us to do so).
- Assess and improve our services through clinical audit. Results of audits are always presented with all children's identities removed.
- Comply with legal, regulatory and financial obligations.

Who we share your information with

With your agreement, personal data about your child's speech and language therapy needs may be shared with other professionals involved in your child's care, when it is in your child's best interests. This may include nursery or teaching staff, childminders, Health Visitors, NHS Speech and Language Therapists, GPs, Educational Psychologists and other medical or education staff. Liaison may take place face-to-face, via email or telephone.

By exception, we may also be required to share personal information with other third parties to meet our legal obligations (for example, if we have safeguarding concerns).

Our use of service providers

To assist our management and administration of the therapy we provide, we share your personal data with trusted third-party service providers 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, transcription, summarisation, and internal communication (we provide additional information about our use of AI below). We also rely on video conferencing platforms where therapy 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. Contact us using the information below if you wish to find out more about how we do this.

Our use of Artificial Intelligence

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 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. The child's voice is not captured in this routine workflow, and the resulting note becomes part of your child's therapy record.
- 2) Optional live transcription: We may recommend that some sessions are recorded using Heidi's ambient mode to transcribe the session in real time. This is particularly helpful for detailed assessments or complex sessions where capturing all information is important. Heidi records the conversation, converts it to text, and deletes the audio straight away. The transcript becomes part of your child's therapy record. We will always give you and your child the option of whether we use this live transcription.

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.

How Personal Data are stored

Personal data about you and your child are stored on an electronic system called “WriteUpp”, which is securely hosted 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. Text messages/multimedia messages sent to us will remain on the phone for the duration of our contract with you.

In accordance with best practice, all personal data will be **kept until your child's 25th birthday**. After this time, all personal data relating to your child will be destroyed.

Our lawful basis for processing personal data

Whenever we process personal data, we must ensure that we have an appropriate lawful basis under the data protection legislation. Chatterbox have 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 our services. To meet our obligations under this contract, we must process certain personal data about the families we work with.
- We have a **legal obligation** under HCPC Standards of Proficiency for Speech and Language Therapists and the Royal College of Speech and Language Therapists (RCSLT) Professional Standards to effectively manage and deliver safe clinical care, and maintain suitable records to ensure the safety, continuity and quality of care.
- Some processing is necessary in our or your **legitimate interests**, such as when we update other healthcare professionals about your child's progress or other support needs. We also 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 the use of the AI transcription service (please see “Use of AI”, above). These activities help us to deliver effective speech and language therapy and ensure accurate records, which benefits children and families.

We also process medical and health information, which is defined as ‘special category’ (sensitive) data under the UK GDPR. We process this type of data for the **provision of health or social care or treatment or the management of health or social care systems and services**. This enables us to provide effective speech and language therapy to the children we support, and to provide relevant information to other healthcare professionals involved in your child's care.

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 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 encourage you to raise your complaint directly with us prior to contacting the ICO. Please contact: casework@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, or by calling 07999 829233, or in writing to Chatterbox Sussex SLT Ltd, 9 Hamfield Drive, Hassocks, BN6 9ZW.