



Chatterbox Sussex
Speech and Language Therapy

Chatterbox Sussex Speech and Language Therapy Ltd: Supervision Privacy Notice

Version: 30 June 2025

Who we are

Chatterbox Sussex Speech and Language Therapy (SLT) Ltd 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.

For ease of reading, this notice uses “we”, “our” and “us”. Because Chatterbox Sussex SLT Ltd is a one-director company, these terms also refer to me, Rachel Barton.

Chatterbox Sussex SLT is committed to protecting the privacy of information provided by supervisees and complying fully with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

Collection of personal information

Information about you may be collected via spoken or written communications before, during and after supervision, including when you contact us by website form, e-mail, telephone, WhatsApp Business, Zoom or SMS. This typically includes your name, professional contact details, employment setting, HCPC registration number, and any information you voluntarily provide in relation to your supervision goals.

You can browse our website without providing personal data, but if you submit an enquiry, you will be asked to supply contact details so that we can respond. If your enquiry does not result in supervision, your information will be deleted once the enquiry is closed.

We do not routinely record audio or video of supervision sessions. Further details of optional AI-assisted note-taking are provided below.

Our use of personal information

We use personal information to:

- prepare, plan and deliver supervision appropriate to your needs
- communicate with you about appointments, resources and invoicing via post, e-mail, telephone, WhatsApp Business, Zoom or SMS
- create and maintain supervision records, including brief post-session notes
- carry out service evaluation and audit (always reported anonymously)
- comply with legal, regulatory and financial obligations

How we store personal information

Your records are stored securely in a cloud-based system called WriteUpp, which is compliant with UK GDPR. Before uploading, documents may be held temporarily on an encrypted Microsoft 365 Business Premium account (OneDrive and SharePoint) accessible only by Rachel Barton. Minimal confidential information is removed from the office; when this is necessary, it remains in the therapist's possession or locked in a vehicle's boot. Supervision records are retained for six years after the supervision relationship ends, unless you request an earlier deletion. Accounting information is retained for six years to meet HMRC requirements. Paper records are shredded and electronic files permanently erased at the end of the retention period.

Use of AI-assisted note-taking tools

Routine post-session dictation

After most sessions the supervising therapist may dictate a short summary into Heidi – an AI medical scribe provided 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.

Purpose – to improve the accuracy and efficiency of record-keeping.

Optional live transcription for your benefit

If you would like a live written summary, you can opt for Heidi's ambient mode to transcribe the session in real time. Heidi records the conversation, converts it to text, and deletes the audio straight away. The transcript is created for your reflection and CPD: we will send it to you through our secure WriteUpp client portal at the end of the session. The transcript will therefore form part of your supervision record within WriteUpp to allow secure sharing.

Purpose of live transcription – to give you a convenient written summary for your own professional development.

Storage & retention – AI-generated text from post-session dictation is imported into WriteUpp and retained in line with our six-year policy. Live-transcription text is delivered to you via the WriteUpp client portal and is then deleted from Heidi within seven (7) days.

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 WriteUpp that the Heidi summary is sent to the supervisee prior to this process.

Your choice – Live transcription will only be used if you request it. You can refuse or withdraw consent to live transcription at any time; supervision will continue without it. Heidi deletes source audio immediately after processing.

Our lawful basis for processing personal information

We rely on legitimate interests (efficient record-keeping and reflective practice) to process personal data generated through post-session dictation, and on your explicit consent for any live recording or transcription. This is in addition to our legal obligation under HCPC Standards of Conduct, Performance and Ethics to keep full, clear and accurate records.

International transfers and third-party processors

Heidi hosts and processes all data for UK users on servers located within the United Kingdom / European Economic Area (EEA); no routine transfers are made outside those jurisdictions.

The Data Protection Act 2018 and UK GDPR

The Data Protection Act 2018 and UK GDPR set out your rights and our responsibilities when processing personal data. Rachel Barton is registered with the Information Commissioner's Office (ICO) as a Data Controller (registration number ZA266569).

Our responsibilities

We take active steps to maintain the security and confidentiality of your records, audit our systems regularly and will not share your information with third parties without your consent unless required by law.

Your rights

Under data-protection legislation you have the right to:

- request a copy of the information we hold about you
- ask us to correct or erase information
- object to or restrict processing
- withdraw consent to live transcription at any time
- lodge a complaint with the ICO

How to access your records

Please write to the address below, supplying a signature we can match to our records. Copies are supplied free of charge within 30 days.

Subject Access Requests
Chatterbox Sussex SLT Ltd
9 Hamfield Drive
Hassocks
BN6 9ZW

Contact us

If you have any questions about this notice or how we use your information, please e-mail rachelbartonslt@gmail.com.

Changes to this privacy notice

We may update this notice from time to time to reflect changes in legislation or our practice. The current version is always available on our website and in hard copy on request.

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