

Privacy Statement and GDPR Consent

GDPR (General Data Protection Regulation) is the most significant piece of privacy and data protection in twenty years. We are required to ensure that we gain data protection and privacy consent from all clients. In it (amongst other things) we confirm what information we hold about you and how we are permitted to use it.

If you agree to this Privacy Statement, please indicate this via email prior to attending your first appointment. If you are not happy with any part of this, then please talk to Kathryn Thompson.

Introduction

PlayTalk Limited is an Independent Speech and Language Therapy service that provides information, advice and support to clients in Leeds, Yorkshire. Kathryn Thompson, Managing Director of PlayTalk is the 'Data Controller'.

The type of personal information we collect:

We currently collect and process the following information:

- Name, date of birth, address, phone number and email address

We also collect the following special category or sensitive information:

- 3rd Party contacts (e.g., G.P, school, or nursery)
- Child developmental milestones and medical history
- Nationality and religion

How we get the personal information and why we have it:

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- To enable joint working and effective communication to support your needs.
- To plan assessments, intervention goals and treatment that is bespoke to your needs.
- To reduce the number of times that you need to retell this information for appropriate decision to be made.

We also receive personal information indirectly, from the following sources in the following scenarios:

- Professionals directly involved and relevant for your support to be effective. This may include but is not limited to your GP, medical consultant, health care professional, school or nursery staff.

We use the information that you have given us in order to:

- Make informed decisions to direct the most beneficial support.

We may share this information with:

- Professionals directly involved and relevant for your support to be effective. This may include but is not limited to your GP, medical consultant, health care professional, school or nursery staff.

Non-therapy activities

- Personal information (such as names and contact details) may be provided during brief enquiries in person or by phone, email, online messaging, or via the contact form on my website. Where no further service is then arranged, the information is stored securely only until the enquiry has been dealt with, after which it is deleted.
- I offer an 'enquiry calls' service, bookable through <https://playtalktherapy.selectandbook.com>. A record is created on WriteUpp when you use this service, and I store brief notes of our conversation in this record, along with basic details about your child (name, date of birth) and your contact details. If you subsequently receive assessment and therapy services from me, this file is continued as a long-term therapy record (see assessment and therapy section above). If your child does not receive any further services from me the record will be deleted 6 months after our last contact.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) Your consent.

- You are able to remove your consent at any time. You can do this by contacting Kathryn Thompson

(b) Where there is a contractual obligation.

(c) Where there is a legal obligation.

(d) Where there is a vital interest (where it is necessary to protect an individual from harm).

(f) Where it is in the legitimate interest of PlayTalk limited or other third party

How we store your personal information

Your information is securely stored. We keep electronic data securely through the 'Write Upp' clinical documentation system and paper forms are kept in a lockable filing cabinet. In accordance with law, all assessment and therapy records will be kept securely until your child is 25 years old. After this time all records relating to your child will be disposed. Information is not kept for longer than necessary.

Information will be deleted or destroyed by:

- **Electronic information:** By deleting all information so that this is not recoverable in any way.
- **Physical information:** By destroying the information so that this is not recoverable in any way.

Our use of Artificial Intelligence

At Playtalk we use a secure AI tool called Heidi AI to help us keep accurate and efficient records. This means we can spend more of our time and energy focused on your child's therapy.

What is Heidi AI?

Heidi AI is a secure AI-powered transcription service. It helps us turn spoken information into written notes quickly and accurately.

How we use it — two ways:

1. After-session notes

After most sessions, your therapist will speak a brief summary aloud into Heidi. Heidi listens to this dictation, converts it to text, and then immediately and permanently deletes the audio. Your child's voice is not captured in this process — only the therapist's voice is used. The notes are always checked and edited as appropriately for accuracy. The written summary is then saved as part of your child's therapy record.

2. Live transcription during sessions (not often used)

For some sessions — particularly detailed assessments or more complex appointments — we may suggest using Heidi's live transcription feature. This allows Heidi to listen to the session as it happens and create a written transcript in real time, making sure that important information is captured accurately.

We will always discuss this with you beforehand and ask for your agreement before using live transcription. You and your child will always have the choice. As with routine dictation, Heidi listens



to the session audio, converts it to text, and then immediately and permanently deletes the audio. The transcript becomes part of your child's therapy record.

How long is my data kept?

Any personal data held by Heidi AI is kept for a maximum of five working days, after which it is securely and permanently deleted.

If you have any questions about how we use Heidi AI, please do not hesitate to get in touch.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact Kathryn Thompson at kathrynthompson@outlook.com if you wish to make a request.

How to complain

If you have any concerns about the use of your personal information, you can make a complaint to Kathryn Thompson at:

Phone: 07912 060089

Email: kathrynthompsonslt@outlook.com

You can also complain to the ICO if you are unhappy with how your data has been used.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow



Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Complaints

Most complaints can be resolved by communicating directly. Please contact me if you are concerned or unsatisfied in any way. If you wish to complain formally then please contact:

The Chair of ASLTIP
Association of Speech and Language Therapists in Independent Practice
71-75 Shelton Street
Covent Garden
London
WC2H 9JQ
Email: office@helpwithtalking.com

Health and care Professions Council (HCPC)
184-186 Kennington Park Road
London
SE11 4BU
Email: ftp@hcp-uk.org

Additional information on video and audio recordings

If video or audio recordings would be beneficial to a child's care, then consent will be sought from the initial informed consent form for assessment and therapy.

How do I obtain video and audio?

I will never record audio or video of your child without you being aware. The two ways I can obtain recordings of your child are:

- By you recording the audio/video and sending it to the Speech and Language Therapist, e.g., via WhatsApp
- By the Speech and Language Therapist recording in person, with you present, on phone or iPad

What do I use recordings for?

There are several reasons for obtaining an audio or video recording, and the therapist will explain the reason each time this need arises. This can include:

- To review following a session so your child's speech or language can be accurately analysed or transcribed.
- To compare to earlier recordings to monitor your child's progress.
- To watch back with you to identify useful strategies that help your child.

How long do I keep recordings?

Most video/audio recordings will be stored as part of your child's health care record. In accordance with the law, these records will be kept securely until your child is 25 years old. After this time all records relating to your child will be destroyed. If you wish me NOT to have your child's record until that date, you need to put this request to me in writing. If a recording is not appropriate to be stored as part of your child's healthcare record (e.g. video/audio taken solely for transcription purposes), it will be deleted as soon as it has been reviewed. You may ask for information at any time on which recordings form part of your child's healthcare record with me.

How do I store audio/video recordings?

Recordings are moved from password-protected portable devices (laptop, iPad, phone) as soon as possible (usually within 24 hours) and stored securely on a solid-state external drive which is kept in a locked filing cabinet at my home address. Copies of recordings are permanently deleted from other



devices. I am the only person with access to the external hard drive, and the portable devices referred to above.