

Privacy Policy for Jess Lambert Speech and Language Therapy

Effective Date: 12.07.2025

1. Who I Am

I am Jessica Lambert a registered independent Speech and Language Therapist (SALT), providing assessment and therapy services to children and young people in the North West England. I hold personal data as part of conducting a professional service.

I am registered with the Information Commissioner's Office (ICO), I assume the function of data controller and supervises the compliance with General Data Protection Regulation (GDPR) within this business.

2. Consent

A consent form will need to be signed by the client prior to commencing the service. Copies of the signed consent forms and client contract will be given to both parties. Should a client wish to withdraw their consent for data to be processed, they can do so by contacting Jess Lambert Speech and Language Therapy

3. What Information I Collect

A healthcare record includes any information kept about a client and their care, whether written down or stored electronically. Because speech and language needs can be complex, different types of information are collected to help provide the best possible support and ensure the service meets professional standards.

I may collect and store the following types of personal information:

- Client name, date of birth, contact details (phone, email, address)
- Parent/guardian/emergency contact details (if applicable)
- Medical history and relevant family history, education placement and records, assessment results, reports
- Session notes, goals, progress updates, Individual Educational Plans (IEPs) and EHCP (Education, Health and Care Plan)
- GP and other professional contacts (e.g. school SENCO, paediatrician)
- Reports from other relevant allied health professionals such as: Audiology, Ophthalmology, CAMHS (Child & Adolescent Mental Health Services), Occupational therapy, Physiotherapy.
- Pre- and post-natal history relating to mother's pregnancy
- Developmental data- developmental milestones, feeding history, audiology history.

4. How I Collect It

Information is collected via:

- Information may be provided by the client or their parents/guardians
- It may also be provided from any relevant third parties with prior consent from the parent/guardians
- Referral forms or direct enquiries
- Assessments and therapy sessions
- Emails, phone calls, or online platforms (e.g., Zoom)

5. How I use the information that we collect

- I use the information I collect to provide assessment and therapy as per the relevant professional guidelines, as well as to maintain the general running of the business, such as running my electronic booking system, keeping my accounts and updating you of any changes in policies or fees.
- Information may also be used for research purposes, with the written consent of the client or parent/guardian.

6. Why I Collect It

I use this information to:

- Assess, plan, and deliver appropriate speech and language therapy
- Liaise with professionals (e.g. schools, OTs, Physio and GPs) with your consent
- Maintain clinical records and meet legal/professional standards
- Invoice clients and maintain financial records

7. Financial Records

Jess Lambert Speech and Language Therapy keeps electronic/paper records of financial data from those who use the services.

Section 886 of the Direct Tax Acts states that the Revenue Commissioners require records to be retained for a minimum period of six years after the completion of the transactions, acts or operations to which they relate.

These requirements apply to manual and electronic records equally.

- Financial Data is kept for 6 years to adhere to Revenue guidelines.
- Financial Data (including non-payment of bills) can be given to Revenue at Revenue's request.



8. Lawful Basis for Processing

Under the UK GDPR, I rely on the following lawful bases:

- **Consent** – for communications and sharing with other professionals
- **Contract** – to provide you with therapy services
- **Legal obligation** – for record keeping and safeguarding
- **Vital interests** – where required for safety/well-being

I will share personal information with companies or organisations outside of Jess Lambert Speech and Language Therapy if disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, legal process or enforceable governmental request.
- Meet the requirements of the Children First Act 2015.
- To protect against harm to the rights, property or safety of (name of business), our service users or the public as required or permitted by law.

9. How I Store Your Data

- Records are stored securely in password-protected systems or locked cases
- Electronic data is encrypted and backed up regularly
- Paper notes (if any) are stored in a secure, locked location

10. How Long I Keep Your Data

- Children's records: kept until the child is 25 (or 26 if seen at 17)
- Adults' records: kept for 8 years after last contact
- Financial records: kept for 7 years (HMRC requirement)

11. Sharing Your Data

I only share your information with others when:

- You give consent
- It's necessary for safeguarding (concerns about harm/risk)
- Required by law (e.g., court order)



12. Your Rights

You have the right to:

- Access the data I hold about you
- Correct any inaccurate data
- Request erasure (where appropriate)
- Object to or restrict processing
- Complain to the ICO

Adults have the right to request data held on them as per article 15 of GDPR. A request must be made in writing. Further information regarding accessing your personal data are available in the document 'Rights of Individuals under the General Data Protection Regulation.

Children For children under the age of 16, data access requests are made by their guardians. When a child turns 16, then they may make a request for their personal data. However, this is subject to adherence with the Children First Act.

13. Data Security

Jess Lambert Speech and Language Therapy understands that the personal data used in order to provide a service belongs to the individuals involved.

14. Electronic Data

All electronic data is contained in the following systems: Work Based Laptop File System and Gmail email.

This system provider is aware of their requirements for GDPR compliance.

I have read/write/delete access to records.

I require a Log on and password in order to access the records.

A copy of the files is not made on the users' computer when in use.

Physical Files

All physical data is located in: Jessica Lambert's company address. These records are kept in a container secured with a lock and key.

15. Security Policy

Jess Lambert Speech and Language Therapy understands that requirements for electronic and physical storage may change with time and the state of the art. As such, I, the data controller will review the electronic and physical storage options available to every year.

This policy will be reviewed annually or when there is a change in circumstances, in work practices or the introduction of new legislation.



JESS LAMBERT

SPEECH & LANGUAGE THERAPIST | WIRRAL

16. Contact Details

If you have any concerns or wish to exercise your rights, please contact:

Jessica Lambert

jesslambertspeechtherapy@gmail.com