

Privacy Policy

Who is Communigate Autism?

Communigate Autism is an Independent Speech and Language Therapy Service set up in 2016 by Sarah Jamieson, a qualified Speech and Language Therapist registered with the Health and Care Professions Council (HCPC).

Sarah is a registered Data Controller with the Information Commissioners Office (ICO).

Sarah controls and processes all personal information for Communigate Autism.

Communigate Autism is registered to 20 Edenbridge Crescent, Benton, Newcastle, NE12 8EP

What personal information will Communigate Autism collect?

- The child's name, age, date of birth, address, medical history, education details, speech and language history, milestones.
- Parent or carer names, phone number, email address, home address, details of any speech, language or learning difficulties.
- Family structure details (for example, details about who lives at home with the child).

How will Communigate Autism collect personal information?

Communigate Autism will collect personal information by face to face discussions, phone calls and emails. Information is collected from parents and with parent permission information will be collected from professionals and other people known to the child. Communigate Autism will only collect information that is relevant or required to provide Speech and Language Therapy Services.

How does Communigate Autism use personal information?

Personal information is used to:

- Communicate with parents.
- To provide services (such as assessment and therapy sessions).
- Communicate with professionals and other people known to the child (with parental permission).
- Plan and deliver Speech and Language Therapy services.
- To communicate with others if required by the law (this is the only time personal information will be shared with others without permission from parents).

What is Communigate Autism’s lawful basis for processing personal information?

The lawful basis is a ‘legitimate interest’ under article 6 of General Data Protection Regulation (GDPR). Communigate Autism cannot deliver a service to your child without processing personal information. Information relating to a child’s health is classified as ‘Special Category Data’ under section 9 of the GDPR. The regulations state that health professionals who are “legally bound to professional secrecy” may have a lawful basis for processing this information. Speech and Language Therapists are legally bound to keep client information confidential and it is under this condition that personal information is stored and processed.

How does Communigate Autism store personal information?

Communigate Autism stores personal information in paper and electronic formats.

Paper format: Information is stored in a locked filing cabinet.

Electronic format: Information is password protected and stored on an encrypted password protected laptop and password protected hard drive. The hard drive is stored in a locked filing cabinet.

Video recordings will be temporarily stored on a password protected tablet and then saved on a password protected hard drive.

How long does Communigate Autism keep personal information for?

Type of information	How long it is kept.
Telephone Enquiry	Until the enquiry has been completed. This is usually within 10 working days. If a referral is made, the information will be transferred to the child’s casenotes otherwise the information will be destroyed.
Email	Emails are kept for approximately three months. After this time emails will be copied and stored as part of the child’s casenotes or they will be destroyed.
Casenotes	Until the child’s 25th birthday (or 26th birthday if they are 17 years old at the end of treatment).

How does Communigate Autism keep personal information confidential and secure?

- Use of password protected documents and hard-drives.
- Encrypted laptops
- Use of virus software.
- Keeping up to date with information from the ICO and other relevant organisations.
- Storing the keys for locked cabinets in a hidden location.
- Locking up information when it is not in use. If information is being used it is transported in a bag where the information cannot be seen.
- By completing audits.
- Reviewing and updating policies.

What are my rights?

- You have the right to withdraw permission at any time.
- You have the right to change your preferred methods of communication (for example you may prefer emails to phone calls).
- You have the right to request a copy of the personal information that is held about you and your child. This is called a Subject Access Request and it is free of charge. All requests will be processed and completed within 30 days of receipt.

Can I request personal information to be erased?

Because information is processed on a legitimate basis, it is not possible to request erasure of personal information. However, you can request that incorrect information is changed. For example, you can request to change your previous home address to your new home address.

Who can I contact if I have further questions?

You can contact Sarah Jamieson, Director of Communigate Autism by:

Email: sarah@communigateautism.com

Telephone: 0191 259 9045 or 07552604207

Please note this policy is likely to be updated as further information and advice about GDPR is provided. The latest privacy policy can be found by contacting Sarah Jamieson.