



Privacy Policy

Who we are

Happy Talker is a sole trader, independent Speech and Language Therapy (SALT) company owned and managed by Judith Lawrence. Happy Talker delivers independent speech and language therapy to children in the home and/or educational setting. It is owned and directed by Judith Lawrence, a Speech and Language Therapist, who is registered with the Health and Care Professions Council (HCPC).

Happy Talker operates a website at www.happytalker.co.uk (operational from Jan 2020). Happy Talker is committed to protecting the privacy of information provided by clients.

Collection of personal information

Information about your child may be collected via spoken or written information from parents/carers. With parental consent, information may also be collected from other professionals working with your child (such as teachers, nursery staff, childminders, NHS Speech and Language Therapists). Information might also be collected about family members where this relates to your child e.g. contact details for parents and relevant medical or developmental history.

You may use the Happy Talker website without providing any personal information. However, if you wish to make an enquiry via the website, telephone or email, you are requested to provide relevant contact details, such as your name, e-mail address and contact telephone number to enable us to respond to your enquiry.

You may add comments or questions that might also contain personal information.

If your enquiry does not result in your child being seen by Happy Talker then this personal information will be deleted once your enquiry has been dealt with. If Happy Talker subsequently sees your child these initial details may be added to their personal record and the correspondence, be it via text, email or paper notes, will be deleted/shredded.

The website contains links to other Internet sites which are outside our control and are not covered by this privacy policy. We are not responsible for data that you provide through any such linked websites.

Our use of personal information

Personal information collected by us via the Happy Talker website, email, telephone or face to face, is stored and used by us for the purpose of delivering your child's speech and language therapy.



Any sensitive personal details are stored in a secure and confidential system and processed in confidence by Happy Talker and shall only be used for the purposes of delivering appropriate speech and language therapy services to your child.

Only with your consent, information about your child's speech and language needs will be shared with other professionals involved in your child's care, when it is in your child's best interests. A record of your consent is kept within your child's case notes.

Unless we are required to do so by law, we will not disclose any personal information collected to any person other than those set out above.

We do not employ agents to process personal data, for example specialist mailing companies to send out communications.

We do not give or sell client details to any third parties.

How we use personal information

We use this information:

- To prepare, plan and provide speech and language therapy services appropriate for your child's needs
- To communicate with you via post, email, telephone, mobile messages and SMS in relation to:
 - confirming and preparing for appointments
 - general communication in-between appointments
 - sending you reports and programmes for your child
 - copying you into communications with other professionals involved with your child - sending you resources
 - sending you invoices and receipts

How we store personal information

All information about you, your child and their speech and language therapy is stored securely in our systems to ensure that we have a complete record of our service to them. We use a secure electronic cloud-based system called "WriteUpp" which is compliant with general data protection regulations.

Any paper based confidential information such as assessments are stored securely in accordance with Data Protection Regulations.

Any notes taken by the therapist throughout the session will be typed up after the session using "WriteUpp" and the notes shredded.



Any paper assessments will be scanned and uploaded onto the “WriteUpp” cloud ensuring no information is left on a computer hard drive. The paper copy will be destroyed.

The minimum amount of confidential information will be taken out of the Speech and Language Therapist’s office base. When your child’s information is taken out of the office base it will be kept with the Speech and Language Therapist or will be locked in the boot of the Speech and Language Therapist’s car (whichever is deemed to be the most secure at that time).

In accordance with law, all records will be kept securely until your child is 25 years old. After this time all records relating to your child will be destroyed.

Our lawful basis for processing personal information

We process and store personal information to comply with our legal obligations.

It is a legal requirement for all Speech and Language Therapists to be registered with the Health and Care Professions Council (HCPC). The HCPC has clear standards of conduct, performance and ethics that all registrants must adhere to.

These standards affect the way in which we process and share information. Specifically:

Standard 10: Keep records of your work

“You must keep full, clear, and accurate records for everyone you care for, treat, or provide other services to. You must complete all records promptly and as soon as possible after providing care, treatment or other services. You must keep records secure by protecting them from loss, damage or inappropriate access.”

For further information the full document can be found at: <http://www.hcpc-uk.org/assets/documents/10004EDFStandardsofconduct,performanceandethics.pdf>

The Data Protection Act 2018 and General Data Protection Regulations 2018

The Data Protection Act 2018 and The General Data Protection Regulations 2018 lay down wide-ranging rules, backed up by criminal sanctions, for the processing of information about identifiable, living individuals. It also gives individuals certain rights in relation to personal data held about them by others.

Judith Lawrence is registered with the Information Commissioner's Office (ICO) as a Data Controller.

Our responsibilities



We are committed to maintaining the security and confidentiality of your child's record. We actively implement security measures to ensure their information is safe.

We will not release your personal details to any third party without first seeking your consent, unless this is allowed for or required by law.

We are constantly working to ensure compliance with current data protection regulation.

Your rights

Data protection legislation gives you, the parent/guardian, various rights. The most important of these are as follows:

- You have the right to a copy of information we hold about your child.
- You have the right to ask for your record to be amended if you believe that it is wrong.

How to access your child's records

You can access the information we hold about you by writing to us at the address given below. Please apply in writing rather than by email, so that we receive an original signature to compare against the records we hold.

A copy of your child's records is provided free of charge.

We will provide access to your child's records within 30 days of receipt of all necessary information. Please make your request in writing to:

*Happy Talker,
11, Dodd Avenue,
Greasby,
Wirral,
CH49 1RR*

If you have any further questions about how we use your information, please contact judith.lawrence@happytalker.co.uk

Further information about data protection legislation and your rights is available from the [Information Commissioner's Office](#) or by calling 0303 123 1113, 9am to 5pm, Monday to Friday.