

# Hannah Wallace Speech and Language Therapy

February 2026

## Privacy Information for Families

I care about privacy. I have written this notice so that you can understand how I work and how I process your personal data.

This notice explains everything I think you need to know about my processes, but if there is anything you are not sure about or would like to discuss with me, please contact me.

For ease of reading, I've put together what I think is the most important information in my summarised version below.

### Key information about how I use your information

**Who I am:** I am Hannah Wallace, Speech and Language Therapist, providing independent Speech and Language Therapy and Orofacial Myofunctional Therapy to children. I am the Controller for the personal information you share with me. This means that I am responsible for looking after your data and ensuring that your privacy is protected.

**The personal data I process:** In working with your child, I will collect personal information about them and you. This will include basic information and contact details, and general administrative information. I will also process sensitive information such as relevant medical information about your child related to their therapy, and photo, videos and audio recordings for analysis purposes and to facilitate the monitoring of your child's progress.

**How I use your information:** I will use yours and your child's information to plan and deliver therapy, check and review progress, and communicate with you and other relevant organisations about the therapy.

**Who I may share your information with:** With your agreement, personal data about your child's needs may be shared with other professionals involved in their care, when it is in your child's best interests. I also use trusted providers of artificial intelligence and productivity tools, as well as video conferencing platforms which assist me in tasks like document drafting, summarisation, case management and administration.

**How I store your personal data:** I hold all personal data on secure software called WriteUpp until your child reaches 25 years of age after which point it is securely destroyed.

**My lawful basis for processing personal data:** My processing is necessary for the fulfilment of a contract that I have in place with you, or to take steps to put that contract in place. I also process some data in your and my legitimate interests. Health data is processed for the provision of health or social care or treatment.

**Your rights and how to contact me:** For information about your rights under the data protection legislation and how to contact me, please see my full notice.

### Full privacy notice

#### Who I am

I am Hannah Wallace, a Speech and Language Therapist and a sole trader. I provide independent Speech and Language Therapy and Orofacial Myofunctional Therapy to children in home and educational settings.

I am registered with the Health and Care Professions Council (HCPC). I am also a member of the Royal College of Speech and Language Therapists (RCSLT) and the Association of Speech and Language Therapists in Independent Practice (ASLTIP).

I am the Controller in respect of the personal data I process and I am registered with the Information Commissioner's Office (ZA476501). I manage personal data in accordance with the UK's data protection legislation.

I operate a website at [www.hannahwallacesit.co.uk](http://www.hannahwallacesit.co.uk). You may use my website ([www.hannahwallacesit.co.uk](http://www.hannahwallacesit.co.uk)) without providing any personal information. However, if you wish to make an enquiry via the website, you are requested to provide relevant contact details, such as your name, e-mail address and post code to enable me to respond to your enquiry. If your enquiry does not result in further support from me then this personal information will be deleted once your enquiry has been dealt with. The website contains links to other Internet sites which are outside my control and are not covered by this privacy policy. I am not responsible for data which you provide through any such linked websites.

#### The personal data I will process

While working with you and your child, I will collect a range of personal data. The data I process includes:

Directly from you:

- Pre-assessment questionnaire information
- Communications about appointments and progress
- Child development information
- Contact and payment details

From your child:

- Assessment results and observations
- Therapy session notes and progress records
- Photos, videos or audio recordings (with your and their agreement)
- Speech and language samples

From other professionals (with your agreement):

- Healthcare provider reports
- Educational setting information
- Updates from other involved professionals

### **How I will use your information**

All personal data relating to you will be used for the purpose of delivering appropriate therapy services. It will be used to:

- Prepare, plan and deliver therapy appropriate to your child's needs.
- Track the progress that your child is making and adjust their treatment plans.
- Communicate with you via telephone, email, text message or WhatsApp Business to update you about your child's progress, arrange and confirm your child's appointments, conduct general communication between appointments and send invoices and receipts.
- Communicate with other professionals involved with your child (where you have asked us to do so).
- Assess and improve our services through clinical audit. Results of audits are always presented with all children's identities removed.
- Comply with legal, regulatory and financial obligations.

### **Who I share your information with**

With your agreement, personal data about your child's speech and language therapy needs may be shared with other professionals involved in your child's care, when it is in your child's best interests. This may include nursery or teaching staff, childminders, Health Visitors, NHS Speech and Language Therapists, GPs, Educational Psychologists and other medical or education staff. Liaison may take place face-to-face, via email or telephone.

Speech and Language Therapists are required to undertake clinical supervision as part of their professional registration, and to ensure the quality of their practice. Some personal information may be shared with the therapist's supervisor for the purposes of clinical supervision. The clinical supervisor will always be another Speech and Language Therapist, who is legally bound to keep client information confidential.

By exception, I may also be required to share personal information with other third parties to meet my legal obligations (for example, if I have safeguarding concerns).

I will never share your information with any third parties for the purposes of direct marketing.

### **My use of service providers**

To assist my management and administration of the therapy I provide, I share your personal data with trusted third-party service providers who are compliant with data protection laws. This includes providers of artificial intelligence (AI) and productivity tools which assist us in tasks like case management, document drafting, transcription, summarisation, and internal communication (I provide additional information about our use of AI below). I also rely on video conferencing platforms where therapy is conducted remotely.

These service providers act as data processors on our behalf and are contractually bound to:

- Process personal data only in accordance with our instructions.
- Implement appropriate technical and organisational measures to ensure data security.
- Not use the data for their own purposes.
- Assist us in complying with applicable data protection obligations.

Where such providers are located outside the UK or EEA, I ensure that appropriate safeguards are in place, such as International Data Transfer Agreements or adequacy decisions, to protect your personal data. Contact us using the information below if you wish to find out more about how I do this.

### **Our use of Artificial Intelligence**

I use AI tools to improve the accuracy and efficiency of my record keeping, which helps us to deliver the most effective service to you. I currently use Heidi AI in the provision of our services in the following two ways:

1) Routine post-session dictation: after most sessions the therapist may dictate a short summary into Heidi – an AI medical scribe securely hosted by Heidi Health Pty Ltd. Heidi converts the dictation to text and immediately deletes the audio once the transcript is produced. The child's voice is not captured in this routine workflow, and the resulting note becomes part of your child's therapy record.

2) Optional live transcription: I may recommend that some sessions are recorded using Heidi's ambient mode to transcribe the session in real time. This is particularly helpful for detailed assessments or complex sessions where capturing all information is important. Heidi records the conversation, converts it to text, and deletes the audio straight away. The transcript becomes part of your child's therapy record. I will always give you and your child the option of whether I use this live transcription.

Personal data is retained by our transcription provider Heidi AI for a maximum period of five working days, after which point it is securely deleted.

### **How personal data are stored**

Personal data about you and your child are stored on an electronic system called "WriteUpp", which is securely hosted by Pathway Software (UK) Limited.

Photos, video and audio recordings may be taken of clients with parental consent. These are temporarily stored on a password protected tablet. These may then be viewed by the Speech and Language Therapist in order to make notes in a client record within 24 hours of the child's appointment. Photos will then be stored on "WriteUpp" and videos on a secure and confidential cloud based

electronic drive (provided by 'Google Drive'). 'Google Drive' is ISO 27001:2013 certified. ISO 27001:2013 is an internationally recognised standard for information security management. Once transferred to either "WriteUpp" or 'Google Drive' the photos, videos and audio recordings are then permanently deleted from the password protected tablet.

Any paper based personal data are stored in a secure filing system before being scanned and uploaded to your child's record on WriteUpp. Once a paper document has been uploaded and is stored securely electronically, the original paper copy is destroyed.

The minimum amount of confidential information for assessment/therapy sessions and meetings will be taken out of my base when needed. When your child's information is taken out of the base it will be kept with me.

Your phone number(s) may be stored on a password protected mobile phone. Text messages/multimedia messages sent to us will remain on the phone for the duration of our contract with you.

Different types of personal data are required to be kept for different amounts of time, after which will be destroyed. The following retention periods apply:

- Clinical records: child's 25th birthday, or 26th if the young person was 17 when the treatment was concluded
- Referral information not resulting in receiving a service from me: 1 month
- Personal details on invoices/financial documents: 5 years after the data is used for a tax return

#### **Our lawful basis for processing personal data**

Whenever I process personal data, I must ensure that I have an appropriate lawful basis under the data protection legislation. I have identified the below bases under the UK General Data Protection Regulation (UK GDPR):

- The processing is necessary for a **contract** that I have in place with you or with a view to entering into a contract with you. By agreeing to my Terms and Conditions, I am entering into a contract with you to deliver my services. To meet my obligations under this contract, I must process certain personal data about the families I work with.
- I have a **legal obligation** under HCPC Standards of Proficiency for Speech and Language Therapists and the Royal College of Speech and Language Therapists (RCSLT) Professional Standards to effectively manage and deliver safe clinical care, and maintain suitable records to ensure the safety, continuity and quality of care.
- Some processing is necessary in my or your **legitimate interests**, such as when I update other healthcare professionals about your child's progress or other support needs. I also rely on this basis when I monitor and review the effectiveness of the service I offer and to drive improvements (such as in our audit activities), or whenever I conduct feedback surveys. This basis also applies to the use of the AI transcription service (please see "Use of AI", above). These activities help me to deliver effective speech and language therapy and ensure accurate records, which benefits children and families.

I also process medical and health information, which is defined as 'special category' (sensitive) data under the UK GDPR. I process this type of data for the **provision of health or social care or treatment or the management of health or social care systems and services**. This enables me to provide effective speech and language therapy to the children I support, and to provide relevant information to other healthcare professionals involved in your child's care.

#### **Your rights and how to contact me**

You have various rights under the data protection legislation. These include, but are not limited to:

- The right to be informed – I will always be transparent in how I process your data. My privacy notices help me to meet this requirement.
- The right of access - unless relevant exemptions apply, you have the right to be told whether I hold your personal information and, if so, to be given a copy of it. This is known as the right of access or subject access.
- The right to rectification – if you believe the information I hold is inaccurate or incomplete, please contact me to investigate.
- The right to complaint – if you are dissatisfied with how I use your personal data please contact us so I can help to make it right.

Please be aware, that these rights are not absolute and may be restricted in certain circumstances. For example, where I have a legal obligation to retain records. If you would like to exercise any of your data subject rights, please contact us using the details below. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) as the supervisory authority for data protection. I encourage you to raise your complaint directly with me prior to contacting the ICO. Please contact:

casework@ico.org.uk or telephone: 0303 123 1113. For any further contact information please see:

<https://ico.org.uk/global/contact-us/>.

**Contact details:** If you have any questions about this privacy notice, or would like to exercise any of your data subject rights such as the right of access, please contact me via email: [hannahwallaceslt@gmail.com](mailto:hannahwallaceslt@gmail.com) .