



Dr Lisa Butterworth-Salmon
Speech and Language Therapy

Privacy Policy

Who I am

Dr Lisa Butterworth-Salmon Independent Speech and Language Therapist (Lisa Butterworth-Salmon SLT) delivers speech, language and communication assessment and therapy for children in the home, or educational setting. I cover East Grinstead, Haywards Heath, Lewes, Crowborough and Uckfield, together with surrounding villages. I work as a sole trader and am registered with the Health and Care Professions Council (<https://www.hcpc-uk.org>), I am a member of the Royal College of Speech and Language Therapists (<https://www.rcslt.org>) and the Association of Speech and Language Therapists in Independent Practice (ASLTIP <https://asltip.com>). I operate a website at www.lisabsalmonslt.co.uk. I am committed to protecting the privacy of information provided by my clients.

The lawful purpose for processing personal information

The lawful basis for processing and storing personal information is one of 'legitimate interest' under section 6 of the General Data Protecting Regulation (GDPR). I cannot adequately deliver service to you or your child without processing personal information. As it is both a necessity for my service and of benefit to you or your child, I have a legitimate interest to process and store this data.

Data relating to an individual's health is classified as 'Special Category Data' under section of GDPR. The regulations specify that health professionals who are 'legally bound to a professional secrecy' may have a lawful basis for processing this data. Speech and Language Therapists are legally bound to keep client information confidential and it is under this condition that I process and store personal information.

It is a legal requirement for all Speech and Language Therapists to be registered with the Health 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 I process and share information, specifically:

Standard 2: Communicate appropriately and effectively

"You must share relevant information where appropriate, with colleagues involved in the care, treatment or services provided by a service user".

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 or

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other services. You must keep records secure by protecting them from loss, damage or inappropriate access"

How I collect personal information

Information about you or your child may be collected in spoken or written form from parents or legal guardians. With parental consent, information may also be collected from other professionals working with you or your child (such as teaching staff, educational tutors, childminders, health professionals and NHS Speech and Language Therapists). Where relevant to you or your child's care we may also collect information about family members e.g. contact details for parents, next of kin and relevant medical history.

You may use my website without providing any personal information. However, if you wish to make an enquiry via the website's online submission form, you are requested to provide your name, email address and contact telephone number to enable me to respond to your enquiry. You may also add comments or queries which might also contain personal information.

If your enquiry does not result in your child being seen by me then this personal information will be deleted once your enquiry has been dealt with. If your child is subsequently seen by me, these details will be added to their record.

My website and policies contain links to other sites which are outside my control and are not covered by this privacy policy. I am not responsible for any data which you provide through such linked websites.

How I use personal information

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

I use this information:

- To prepare, plan and provide speech and language therapy services appropriate to you and your child's needs.
- To communicate with you via post, email, telephone or text message in relation to
 - Arranging, confirming and planning for appointments
 - General communication between appointments
 - Sending reports and programmes for you or your child

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- Copying you into communications with other professionals involved with you or your child
 - Sending you resources necessary for you or your child's speech and language intervention
 - Sending invoices
- For management and administration, for example names and addresses of clients are in my secure accounting database.

Any sensitive personal details are stored in a secure confidential system and processed in confidence by Lisa Butterworth-Salmon SLT and shall only be used for the purpose of delivering appropriate speech and language therapy services to you or your child.

With your consent, information about you or your child's speech and language needs will be shared with other professionals involved in you or your child's care, when it is in you or your child's interests. A record of your consent is kept with your child's record.

Unless I am required to do so by law, or for safeguarding purposes, we will not disclose any personal information collected to any person other than as set out above.

With your consent we may share information such as appointment dates and times and reports via email. No personal identifying information will be used in the body of the email, and any documents containing sensitive personal information will be sent to you password protected.

I do not employ agents to process personal data, and I do not give or sell client details to any third party.

How I store personal information

All information about you, your child and their speech and language therapy is stored securely in my systems to ensure that I have a complete record of my service to them. I use a MacBook Air which is only accessible by Lisa Butterworth-Salmon by fingerprint technology. I use a secure electronic cloud-based system called "Power Diary" which is compliant with general data protection regulations. Prior to being uploaded to this system documents are temporarily stored on a secure server which is only accessible from the MacBook Air using multi-factor authentication, a password and finger print held by Lisa Butterworth-Salmon.

Any paper based confidential information such as written notes or an assessment record in accordance with the Information Commissioner's Office (ICO) data protection regulations are

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stored securely in a locked cabinet before being scanned and uploaded to you or your child's folder on my cloud filing system.

Notes are kept in a notebook following a visit with minimal information i.e., initials, date of visit. These are kept in a locked cabinet whilst not being accessed in accordance with Data Protection Regulations.

Voice recordings and videos may be taken of clients with parents' consent. These are temporarily stored on a password protected smart phone. They may be used in order to inform assessment or used as a therapeutic tool. Recordings are deleted when they are no longer of clinical use to the SLT.

The minimal amount of confidential information will be taken out of my office base. When taken away from the office it will be kept on my person or will be locked in the boot of my car.

In accordance with law, all records will be kept securely until your child is 25 years old or if still receiving treatment at the age of 17, until they are 26 years old. After this time all records relating to your child will be destroyed.

Data Protection Regulations 2018

The General Data Protection Regulations (GDPR) 2018 govern protection, processing and movement of data and the legal rights individuals to control information about themselves. GDPR seeks to give people more control over how organisations use their data. It enforces significant penalties for organisations that fail to comply. Lisa Butterworth-Salmon SLT is registered with the Information Commissioners Office (ICO) as a Data Controller.

My responsibilities

I am committed to maintaining the security and confidentiality of you or your child's personal information. I accurately implement security measures to ensure their information is safe and review these measures annually.

I am constantly working to ensure compliance with current data protection regulations.

I will not release your personal details to any third party without seeking your consent, unless required by law.

Your rights

GDPR gives parents and legal guardians the following rights:

- The right to a copy of the information we hold about you or your child,
- The right to ask for you or your child's record to be amended if you believe that it is wrong.

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You can access the information that I hold about you or your child by writing to me at the address below.

I will provide access to your child's record within 30 days of receipt of all the necessary information. Please make request via email to lisabsalmonslt@btinternet.com

If you have any further questions about how I use your information, please contact me using the details in the footer below.

Policy Date August 2025

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