

PRIVACY NOTICE

About us

This Privacy Notice explains the nature of the personal information the Speech and Language Therapy Clinic collects about the participants and service users (“**You**” as the participant/ service user or “**Your Child/Child you are accompanying**” as their parent/guardian) in the Clinic and explains how their data is used and informs them and their parents/guardians of their rights under data protection laws.

The Speech and Language Therapy Clinic is a teaching and research clinic for speech and language therapy students. Students are involved in all aspects of the day to day running of the clinic, including telephone triage, assessment, providing therapy and running training sessions.

The University and the Henley Business School are Data Controller (**We or Us**) in respect of the information that We process about You or Your Child/Child you are accompanying. Our contact details are The University of Reading, Information Management and Policy Services, Whiteknights House, Shinfield Road, Whiteknights, READING, Berkshire, RG6 6UR, United Kingdom. Tel: +44 (0) 118 378 8981.

Your privacy is important to Us, so if there is anything in this privacy notice that is unclear or you do not understand, please contact Our Data Protection Officer at: imps@reading.ac.uk

Data we collect about you

Information that We collect directly from you

We ask you for a range of information including your personal information when you use the services of the Speech and Language Therapy Clinic. This information includes the service user’s:

- Name
- Date of birth/age
- Postal address(es)
- Contact telephone(s)
- Email address(es)
- Unique identifiers (NHS numbers)
- Ethnicity
- Health status
- GP (General Practitioner)
- Education setting (under 18 years old)

From Students the below data is collected:

- Name
- Email address
- Photo

Information that We collect indirectly about you

We may receive personal data about You or Your Child/Child you are accompanying if you are referred to Us from third parties such as the NHS (National Health Service), GPs, outpatient services, schools, local authority services, children's services and VCSE (voluntary, community or social enterprise) organisations.

We collect personal data in order to:

- Provide the most appropriate information and service to each client
- Communicate with you about the services provided
- Communicate with other relevant professionals
- Enable us to make our clinic accessible and to support our equality, diversity and inclusion commitments

COOKIES on our website

Cookies are text files placed on your computer to help us analyse how users use our website. A cookie is a small data file able to track the online movements of an individual. This information could potentially be used to build an online profile of individuals and uniquely locate them in the world.

For further information on cookies visit www.allaboutcookies.org or www.aboutcookies.org

If you prefer not to receive cookies while browsing our website, you can set your browser to refuse cookies that are stored on your computer; the above websites tell you how to do this. You do not need to have cookies turned on to use or navigate through most parts of our website, although some functionality may be lost.

Cookies

Our website uses session cookies to ensure that you have a good experience. These cookies contain a unique number, your 'session ID', which allows our server to recognise your computer and 'remember' what you've done on the site. The benefits of this are:

- You only need to log in once if you're navigating secure areas of the site
- You are able to use interactive elements of the site, such as forms
- Our server can distinguish between your computer and other users, so you can see the information that you have requested
- More information about the different types of cookies that might be used during a session can be found at: [Cookies](#)

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Google Analytics

We use Google Analytics to help us to understand how you make use of our content and work out how we can make things better. These cookies follow your progress through our website, collecting data on where you have come from, which pages you visit, and how long you spend on the site. This data is then stored by Google in order to create reports. These cookies do not store your personal data.

The information generated by the cookie about your use of the website, including your IP address, may be transmitted to and stored by Google on servers in the United States. Google may use this information for the purpose of evaluating your use of the website, compiling reports on website activity for us and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google.

The Google website contains further information about Analytics and a copy of Google's privacy policy pages.

Other parts of the University's website also store cookies on your computer to track user traffic patterns. We do this to see how the website is used, to determine page popularity, to help security and for general statistical purposes. Some of this information may be held on servers in locations outside the EEA. Where personally identifying information is involved, data will only be held in locations that are deemed to have adequate protections for personal data.

Legal basis for processing your personal information

Processing of your personal data is required so We can meet our obligations and duties, exercise our powers as a public authority, or support the functions of other authorities that have a public task defined within law or statute.

We will be processing your (or Your Child's/Child's you are accompanying) data on the basis of the performance of our public tasks under the [University Charter](#) where:

- You provide personal information in order for us to contact you or provide you with support tools and other information

We will be processing your (or Your Child's/Child's you are accompanying) data on the basis of the health or social care UK GDPR Article 9(2)(h) and Section 11 of the DPA 2018 where:

- You provide medical health information, for us to provide speech and language therapy support

Where you provide Us with special category (sensitive data) including information on your ethnicity, disability, or medical conditions, We will be processing your data for reasons of public interest for the purposes of equality of opportunity or treatment.

Where applicable We will also process Your personal data for the purposes of safeguarding of children and individuals at risk.

Where purposes are required by law, We will process your data on the basis of a legal obligation.

Who we may share your data with

The University will not sell, license, or trade your personal information without your consent. We will not share your personal information with others unless you have consented for us to do so or where We are required to do so by law for safeguarding responsibilities in accordance with national guidance. It is routine practice to share your personal information with your GP and other relevant third parties with your written consent. Where possible, we inform You about with who and why We are sharing Your data.

We may also need to share non-identifying information internally with our Information Management & Policy Services, the SPCLS Clinical Governance Board, Health and Safety, and Legal Services of the University of Reading.

Retention of your data

We will retain your data for as long as is necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements and no more than 8 years for adult clients and until the 25th Birthday for paediatric clients.

To determine the appropriate retention period for personal data, We consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which We process your personal data and whether We can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances We may anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes in which case We may use this information indefinitely without further notice to you.

How we protect your data

Your personal information is stored securely within the University and our staff are trained about the secure handling of personal information. We may also use third party providers to deliver our services, such as externally hosted software or cloud providers. Where we do this, We have measures and terms in place with those providers to ensure that they also protect your data.

Keeping your information up to date

The accuracy of your information is important to us. You can update your information, including your contact details, at any time. If you need to update the details We hold about you, or believe We hold inaccurate data, you can contact paediatric-slt@reading.ac.uk or adult-slt@reading.ac.uk

Your rights

Under data protection law you have the right to:

- Withdraw your consent where that is the legal basis of our processing
- Access your personal data that We process
- Rectify inaccuracies in personal data that We hold about you
- Be erased, that is your details to be removed from systems that We use to process your personal data
- Restrict the processing in certain ways
- Obtain a copy of your data in a commonly used electronic form; and
- Object to certain processing of your personal data by us

Please see the ICO (Information Commissioner's Office) website for further information on the above rights:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, We may charge a reasonable fee if your request is clearly unfounded, repetitive or excessive. Alternatively, We may refuse to comply with your request in these circumstances.

More information on making a request under your rights can be found [here](#).

If you would like to exercise your rights, or have any concerns regarding how We have handled your personal information please contact our Data Protection Office at imps@reading.ac.uk

Some rights are dependent on the lawful basis for processing your information. If We have legitimate grounds to not carry out your wishes, these will be explained to you in response to your request.

You also have the right to complain to the Information Commissioner's Office.

Questions about this notice

If there is anything in this notice that you are unclear about, please contact our Data Protection Officer, on the contact details below, who shall be happy to answer any queries you may have concerning this privacy notice or the way in which We process your personal data.

By mail: Information Management and Policy Services,

Whiteknights House

Shinfield Road

Whiteknights

READING

RG6 6UR

UK

By email: imps@reading.ac.uk

By phone: 0118 378 8981

Complaints can be referred to the Information Commissioners Office, the independent body who oversee Data Protection compliance in the UK.

Web: <https://ico.org.uk/>

Changes to this notice

We keep our privacy notice under regular review to ensure best practice and compliance with the law. This privacy notice was last updated on 22/08/2024.

We may change this privacy notice from time to time. If We make significant changes in the way we treat your personal information We will make this clear on <https://www.reading.ac.uk/> and may also inform you directly.

How to contact us

If you have any questions about this notice, our University Data Protection Officer can be contacted at: IMPS, University of Reading, Information Management & Policy Services, Whiteknights House, Shinfield Road, Whiteknights, READING, RG6 6UR, UK

Telephone: 0118 378 8981

Email: imps@reading.ac.uk

Glossary

GP	General Practitioner
ICO	Information Commissioner's Office
IMPS	Information Management and Policy Services
NHS	National Health Service
SLT	Speech and language therapy
SPLCS	School of Psychology and Clinical Language Sciences
VCSE	Voluntary, community or social enterprise organisations