

Privacy Policy Statement for Therapy Links UK CIC

For clients, service users, parents/carers, employees and self-employed associates

When you use Therapy Links UK CIC you trust us with your information. This privacy policy is meant to help you understand what data we collect, why we collect it, and what we do with it. We have tried to make it as simple as possible but if you have any questions please contact us.

The Director assumes the function of data controller and supervises the compliance with General Data Protection Regulation (GDPR) within the business.

1. Information we collect
2. Where we get our information
3. How we use the information we collect
4. Information we share
5. How and when consent is obtained
6. How we protect your data
7. Protecting your rights to data
8. Security of your personal data

1 Information we collect

Therapy Links UK holds personal data as part of conducting a professional service. The data follows under the following headings: healthcare records, educational records, clinical records, general administrative records, human resource records and financial records.

1.1 Healthcare records

A healthcare record refers to all information collected, processed and held both in manual and electronic formats relating to our service users and their care or support. The difficulties that we support can be complex, and a wide range of information may be collected in order to best meet the needs of our clients, and to maintain a high-quality service which meets best practice requirements. In order to provide a high-quality service, a range of information may be collected.



Examples of data collected and held on individuals who enquire through the Therapy Links UK website, or who make an initial enquiry by telephone include the following:

- Contact details: Name, address, phone numbers and email addresses
- Personal details (where relevant to the enquiry): date of birth, relevant diagnoses, professional role, place of work

Examples of data collected and held on all current and active clients include the following:

- Contact details: Name, address, phone numbers, e-mail address
- Personal details: date of birth, relevant diagnoses, relevant medical history
- Other contacts: name and contact details of GP and any other relevant healthcare professionals involved.

For children:

- Parent/guardian details
- Description of family
- Educational placements
- Pre- and post-natal history: This can include information relating to mother's pregnancy, and child's birth
- Developmental data: developmental milestones, feeding, communication, physical, sensory and learning
- Medical details: such as any relevant illnesses, medications, and relevant family history. Reports from other relevant allied health professionals such as: Audiology, Psychology, CAMHS (Child & Adolescent Mental Health Services), Occupational therapy, Physiotherapy, Ophthalmology.

For adults:

- Employment/vocational history
- Mental health

1.2 Educational and training records

Relevant Education, Health and Care Plans (EHCPs), Individual Educational Plans (IEPs), progress notes from educational staff and school reports may be held.

Records of those who have accessed, attended or enquired about training courses delivered by Therapy Links UK CIC.



1.3 Clinical records

Specific data in relation to our assessment and intervention may be collected and held, such as assessment forms, reports, case notes, e-mails, text messages and transcripts of phone conversations. Audio and video files may also be collected and stored.

1.4 General administrative records

Therapy Links UK CIC may hold information regarding attendance reports, training attendance logs and accident report forms.

1.5 Financial records

A financial record pertains to all financial information concerning the practice, e.g. invoices, receipts, information for Inland Revenue. Therapy Links UK CIC may hold data in relation to: card payments, bank details, receipts and invoices. Information will include name of bill payer, client name, address and record of invoices and payments made.

1.6 Human Resource Records

A Human Resource record refers to all information collected, processed and held both in manual and electronic formats pertaining to employed members of staff or self-employed associates (contractors) commissioned to work for Therapy Links UK. In order to provide a high quality and safe service to our clients, a range of information may be collected.

Examples of data collected and held on all current and active employees / Associates, may include the following:

- Contact details: Name, address, phone numbers, e-mail address
- Personal details: date of birth, work history, Enhanced DBS Disclosure confirmation, references, social media checks, evidence of training and qualifications, evidence of right to work in the UK, appropriate identification documents such as passport information / drivers licence, bank details
- Other contacts: name and contact details of next of kin

2 Where we get our information

Client/ Service user data:



Personal data will be provided by the client, or in the case of a child (under 16 years), their parent(s)/guardian(s), or the school that has referred them to us. For client who lack capacity under the Mental Capacity Act, the information will be provided by carers / other professionals if assessment and support from Therapy Links UK CIC is identified as part of a 'best interests' decision. This information will be collected through the website enquiry form, and as part of a case history form or consent form prior to, or on the date of first contact.

Information may also be provided directly from relevant third parties such as schools, medical professionals and allied health professionals, with prior consent from the parent(s)/guardian(s).

Employee / Associate data:

Personal data will be provided by the employee or Associate. This information will be collected as part of standard pre-employment or pre-contractual checks and may also include information provided directly from relevant third parties (such as referees).

Prospective employees and associates will be required to provide confirmation of Enhanced DBS Disclosure due to the requirement of Therapy Links UK to protect it's clients, staff and associates from abuse and misconduct. If the individual does not currently subscribe to the automatic update service, Therapy Links UK can initiate a request for an Enhanced DBS check on the individual's behalf.

Following the publication of "Keeping Children Safe in Education 2022" guidance TLUK will also undertake recommended social media checks on all potential employees.

Once employed, a human resource file will be kept on all individuals working for Therapy Links UK, which will include employment contracts, training records, supervision records and all other HR documentation including sickness monitoring and any relevant disciplinary documentation.

3 How we use the information that we collect

We use the information we collect to provide assessment and therapy as per the relevant professional guidelines, deliver training and consultancy to professionals, and as well as to maintain the general running of the business, such as running our booking system, keeping our accounts and updating you of any changes in policies or fees.

We use this information for our legitimate interests in order to allow us to provide the services above, and when your interests and fundamental rights do not override those interests.



Information may also be used for research purposes, with the written consent of the client or parent/guardian.

3.1 Data retention periods

The retention periods are the suggested time periods for which the records should be held based on the organisation's needs, legal and/or fiscal precedence or historical purposes. Following the retention deadline, all data will be destroyed under confidential means.

3.2 Personal Data

3.2.1 Clinical Records

Therapy Links UK keeps both physical and electronic records of clinical data in order to provide a service.

- The preferred format for all clinical data is electronic.
- Clinical data relating to children is deleted/confidentially destroyed on or after the child's 25th birthday. Clinical data relating to adults is deleted / confidentially destroyed 7 years from the last invoiced session (usually post discharge).
- Clinical data used for research purposes, may be kept for longer than the above timeframes.
- Video records/ voice recordings / photographs relating to client care/videoconferencing records may be recorded with consent, analysed and then destroyed. If written consent is provided to use recordings/photographs for training purposes, or for wider purposes such as use on company social media / marketing, the client and / or their parents/carers (where appropriate) will have the option to withdraw consent at any time. In some complex cases we may use video recordings or photographs as part of evidence of client progress over time.



3.2.2 Financial Records

Therapy Links UK keeps electronic/paper records of financial data from those who use our services.

Section 886 of the Direct Tax Acts states that the Revenue Commissioners require records to be retained for a minimum period of six years after the completion of the transactions, acts or operations to which they relate. These requirements apply to manual and electronic records equally.

- Financial Data is kept for 6 years to adhere to Revenue guidelines.
- Financial Data (including non-payment of bills) can be given to Revenue at Revenue's request.

3.2.3 Contact Data

Contact Data is kept for 6 years to allow processing of Financial Data if required. (This may be retained for longer for safety, legal request, or child protection reasons.)

3.2.4 Human Resource Data

Human resource data is kept for 6 years to allow processing of financial data if required and to enable Therapy Links UK to respond to request for references (with consent).

Video records/ voice recordings / photographs relating to client care/videoconferencing records may be recorded with consent, analysed and then destroyed. If written consent is provided to use recordings/photographs for training purposes, or for wider purposes such as use on company social media / marketing the employee or associate will have the option to withdraw consent at any time.

3.3 Exceptions

If under investigation or if litigation is likely, files must be held in original form indefinitely, otherwise files are held for the minimum periods set out above.



4 Information we share

We do not share personal information with companies, organisations and individuals outside Therapy Links UK CIC, unless one of the following circumstances apply:

4.1 With your consent:

We will only share your Personal Identifying Information (PII) to third parties when we have express written permission by letter, consent form or email to do so. Therapy Links UK requires opt-in consent for the sharing of any sensitive information. Please see Therapy Links UK Terms and Conditions (Sept 2022) for more details.

Third parties may include: hospitals, GPs, other allied health professionals, educational settings / staffs.

4.2 For legal reasons:

We will share personal information with companies or organisations outside of Therapy Links UK if disclosure of the information is reasonably necessary to:

- Meet any applicable law, regulation, legal process or enforceable governmental request.
- Meet the requirements of the Children First Act 2015.
- To protect against harm to the rights, property or safety of Therapy Links UK, our service users or the public as required or permitted by law.

4.3 To meet financial requirements:

Therapy Links UK also is required to share Financial data with Farringdon & Co (Chartered Certified Accountants) in order to comply with local tax laws.

4.4 For processing by third parties/external processing

The following third parties may be engaged for processing data:

Who	Type of data	Purpose
Administrative staff	Record keeping, typing, correspondence, processing of financial information.	Updating records, ensuring smooth running of the business



Accountant	Financial	Processing financial accounts
Electronic booking/storage systems – WriteUpp, Microsoft Teams, Citation Atlas Platform	Client details, Case notes, videoconferencing, reports, financial information, HR records.	Updating and keeping contemporaneous records, delivering remote therapy or 'teletherapy' services, managing service delivery and HR services
Therapy Assistants	Record keeping and correspondence	Implementing therapy programmes, liaising with staff and updating records
Other therapy Associates	Client data as detailed in this policy	Providing effective therapeutic support to service users.

4.4.1 Transfer of personal data outside the European Economic Area (EEA):

In certain instances, personal data may be transferred outside the EEA, e.g. to the US or other countries. This would be for specific purposes such as course bookings. In such instances, Therapy Links UK will use third parties which meet the privacy standards of GDPR.

Companies which Therapy Links UK uses are:

Name	Type of Data	Purpose
STRIPE	Client contact details and credit card details inputted by client directly.	Booking place on training courses or providing donations / payments to the company through the Therapy Links UK website
ZOOM	No client data is shared with or stored on this system	Teletherapy / meetings

5 How and when we obtain consent

Prior to initial assessment or consultation, a link to our Privacy Policy will be provided, along with relevant consent forms. A consent form will need to be signed by the client prior to commencing the service. Copies of the signed consent forms and Terms and Conditions of Service will be given to both parties.



6 How we protect your data

In accordance with the General Data Protection Regulation (GDPR), we will endeavour to protect your personal data in a number of ways:

6.1 By limiting the data that we collect in the first place

All data collected by us will be collected solely for the purposes set out at 1 above and will be collected for specified, explicit and legitimate purposes. The data will not be processed any further in a manner that is incompatible with those purposes save in the special circumstances referred to in section 5.1. Furthermore, all data collected by us will be adequate, relevant and limited to what is necessary in relation to the purposes for which it is collected which include, *inter alia*, the assessment, diagnosis and treatment of children and young people requiring support from occupational therapy, physiotherapy, speech and language therapy, clinical psychology.

6.2 By transmitting the data in certain specified circumstances only

Data will only be shared and transmitted, be it on paper or electronically, only as is required, and as set out in section 3.

6.3 By keeping only the data that is required when it is required and by limiting its accessibility to any other third parties.

6.4 By disposing of/destroying the data once the individual has ceased receiving treatment and retaining data for only so long as is required.

Clinical data relating to children is deleted/confidentially destroyed on or after the child's 25th birthday. Clinical data relating to adults is deleted / confidentially destroyed 7 years from the last invoiced session (usually post discharge), and financial / human resource data for 6 years, apart from the special categories of personal data as set out at 1.1 above or in certain specific circumstances as set out in Article 23(1) of the GDPR.

Where data is required to be held by us for longer than the period set out above, we will put in place appropriate technical and organisational measures to ensure a level of security appropriate to the risk. These may include measures such as the encryption of electronic devices, pseudonymisation of personal data, and/or safe and secure storage facilities for paper/electronic records.



- 6.5 By destroying the data securely and confidentially after the period of retention has elapsed.

This could include the use of confidential shredding facilities or, if requested by the individual, the return of personal records to the individual.

- 6.6 By ensuring that any personal data collected and retained is both accurate and up-to-date.

7 Protecting your Rights to Data

7.1 Adult clients

Adults have the right to request data held on them as per article 15 of GDPR. A request must be made in writing. Further information regarding accessing your personal data are available in the document 'Rights of Individuals under the General Data Protection Regulation', downloadable from: www.gdprandyou.ie

7.2 Children

For children under the age of 16, data access requests are made by their guardians. When a child turns 16, then they may make a request for their personal data. However, this is subject to adherence with the Children First Act.

8 Security

Therapy Links UK CIC, as with most providers of healthcare services is aware of the need for privacy. As such, we aim to practice privacy by design as a default approach, and only obtain and retain the information needed to provide you with the best possible service.

All persons working in, and with Therapy Links UK in a professional capacity are briefed on the proper management, storage and safekeeping of data. All employees receive GDPR training and are trained in the appropriate reporting of any GDPR breaches to ensure any errors are investigated and reported.

All data used by Therapy Links UK, including personal data may be retained in any of the following formats:

1. Electronic Data
2. Physical Files



The type of format for storing the data is decided based on the format the data exists in.

Where applicable, Therapy Links UK may convert physical files to electronic records to allow us to provide a better service to clients.

8.1 Data Security

Therapy Links UK understands that the personal data used in order to provide a service belongs to the individuals involved. The following outlines the steps which Therapy Links UK use to ensure that the data is kept safe.

8.1.1 Electronic Data

All electronic data is contained in the following systems:

- Password protected computers with automatic security update software.
- Encrypted and password protected memory sticks
- Only Therapy Links UK CIC employed or commissioned staff have access to these devices and are required to log on with a password to access records.

WRITEUPP Client Record System:

- This system is physically located in the UK.
- This system provider is aware of their requirements for GDPR compliance.
- The system has an external to Therapy Links UK Database owner who does have access to client data, and the client data is backed up electronically in real time in 2 locations across the EU.
- This system does have a Live Update for security enabled.
- All persons require a Log on and Password in order to access the records.
- A copy of the files are not made on the users' computer when in use.

8.1.2 Physical Files

All physical data is located in:

TLUK premises at Ivydale School, Inverton Road, London

- This system is physically located at Therapy Links UK address.
- Only employees working in Therapy Links UK have access to these record
- These records are kept in a filing cabinet secured with a lock and key.



Associates work bases:

- Only the identified Associate therapist working for Therapy Links UK have access to these records
- These records are kept in a filing cabinet/locked cupboard, secured with a lock and key.

8.2 Security Policy

8.2.1 Therapy Links UK CIC understands that requirements for electronic and physical storage may change with time and the state of the art. As such, the data controller in Therapy Links UK reviews the electronic and physical storage options available every year.

8.2.2 All persons working in Therapy Links UK are aware and briefed on and refresh the requirements for good data hygiene every year. This briefing compliance is monitored by the Therapy Links UK data controller and includes, but is not limited to:

- Awareness of client conversations in unsecure locations.
- Enabling auto-lock on devices when leaving them unattended, even within Therapy Links UK locations.
- Use of non-identifiable note taking options. (initials, not names).
- The awareness of Therapy Links UK procedure should a possible data breach occur, either through malicious (theft) or accident (loss) of devices or physical files.

Linked Policies and Procedures:

- Reporting & Managing Data Breaches (October 2022)
 - Privacy and Confidentiality – Minimum Standards for Associates / Employees (October 2022)
- WriteUpp Minimum Standards for Associates / Employees (October 2022)

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