

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

Name

Email address

Photo

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

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 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