

I CAN Privacy Notice for the Family Support Service

I CAN is committed to protecting the privacy and security of your personal data.

The purpose of this privacy notice is to let you know clearly how I CAN collects and uses personal data about you for the purposes of the Family Support Service (incorporating our Enquiry Service operating over telephone and email, our TALK Parent Webinar series delivered online via Zoom & our Teletherapy service).

I CAN is a 'data controller. This means that we are responsible for deciding how we hold and use personal data about you. We are required under data protection legislation to notify you of the information contained in this privacy notice. In this Privacy Notice, references to "I CAN", "we", "us", "our" and "the organisation" mean the I CAN charity, including our schools. The registered address of I CAN is 31 Angel Gate, Goswell Road, London, EC1V 2PT. Your main point of contact for data protection queries is our Data Protection Officer, Satswana Limited, Pembroke House, St. Christopher's Place, Farnborough, Hampshire, GU14 0NH, Tel 01252 516898 or email info@satswana.com

It is important that you read and understand this notice so that you are aware of how and why we are using your personal data.

How is your personal data collected and stored?

In connection with your contact with us, we will collect, store, and use personal data about you/your child that you have provided to us directly as part of the Family Support Service. This may include, for example, your name and contact information, your child's personal details, and written information about your child (or child/ren you work with) that you provide to us as part of accessing our Family Support Service. It may also include your child's clinical records that we keep based on all contact we have with you/your child as part of our Teletherapy service. These records are written and kept in line with current guidelines from the Royal College of Speech and Language Therapists (RCSLT).

If participating in our Teletherapy service, we may request that you also securely share short videos of you and your child interacting through play, as part of the therapy. The videos will be uploaded by you to your child's secure record on My Therapy Tracker. The only people who have access to this record are you and the I CAN speech and language therapists who work on I CAN's Teletherapy service. Videos will be securely stored in your child's online My Therapy Tracker record and

will not be downloaded from that location. We will delete all videos that you upload onto My Therapy Tracker within 2 weeks of your child's 3 month online review appointment. We make every effort to ensure that information we collect and store about children is anonymised.

If you are participating in our Teletherapy service, you/your child's personal data will be stored securely in My Therapy Tracker – the only people who have access to this are you and the I CAN speech and language therapists who work on the Teletherapy service. Any email correspondence you have sent us is stored in our IT systems but will have access restricted to specific people only. You can find the My Therapy Tracker Privacy Policy here. <https://mytherapytracker.com/privacy-policy/>

Why do we collect and use personal data about you?

I CAN has a legitimate interest in processing your personal data as part of the Family Support Service and for keeping records of the process. We make every effort to keep information anonymised, but some processing of personal data is essential for I CAN to be able to provide advice / information via email following a telephone contact with one of our Speech and Language Advisors. We will seek your permission before using your personal data to collect feedback about the service.

Who has access to Enquiry Service data?

Your personal data may be shared internally for the purposes of managing the Family Support Service. This includes speech and language therapists who work on the Family Support service and other staff members (including senior management staff) as necessary who have responsibility for ensuring the quality of the service. You/your child's personal data is stored within My Therapy Tracker, but we will not share your personal data more widely with third parties.

How does I CAN protect your personal data?

I CAN take the security of your personal data seriously. We have put in place appropriate technical and organisational measures to prevent your personal data from being accidentally lost, destroyed, used, or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, who need to access it in the proper performance of their roles for I CAN. They will only process your personal data on our instructions, and they are subject to a duty of confidentiality. These measures are in accordance with applicable laws and regulations.

How long will I CAN retain your personal data for?

If you/your child are accessing our Teletherapy pilot, your child's written records and personal data will be stored in My Therapy Tracker until they are 25 years old. This is in line with current guidelines from the Royal College of Speech and Language

Therapists (RCSLT). If you have contact with us through our Enquiry Service, I CAN will make every effort to keep information about you/your child anonymised, and will keep your personal data for no longer than one year, after which it will be destroyed.

Your rights

We have appointed a data protection officer to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal data, please make contact by emailing Data Protection Officer, Satswana Limited, Pembroke House, St. Christopher's Place, Farnborough, Hampshire, GU14 0NH, Tel 01252 516898 or email info@satswana.com

Under certain circumstances, by law you have the right to:

- **Request access to** your personal data (commonly known as a "data subject access request"). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it.
- **Request correction of** incomplete or inaccurate personal data we hold about you.
- **Request erasure of** your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal data where we are processing it for our legitimate interests (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground.
- **Request the restriction of processing** of your personal data. This enables you to ask us to suspend the processing of personal data about you, for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer of your personal data to another party** where processing is carried out by automated means.

To find out more about your rights, to exercise any of your rights, or if you have any questions or concerns about data protection at I CAN, please contact our Data Protection Officer, Satswana Limited, Pembroke House, St. Christopher's Place, Farnborough, Hampshire, GU14 0NH, Tel 01252 516898 or email info@satswana.com

If you have any concerns or comments about how we use information, we would like to hear from you. Alternatively, you may contact the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues for guidance and advice, or to lodge a complaint. The ICO may be contacted at:

Online: www.ico.org.uk

Post: Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545745 (national rate).