



[susannah@speech-freedom.co.uk](mailto:susannah@speech-freedom.co.uk)

07914 933160

## Terms and Conditions

The terms and conditions of Speech Freedom are set out to confirm that both parties understand the speech and language therapy services to be carried out, the costs involved, the time scale set for payments and the issues regarding data protection.

All client contact details and sensitive data information provided by or related to a client is always treated as strictly confidential. Speech Freedom will never intentionally divulge, disclose or communicate client information.

### Fees

£85 per hour, £65 per 45 mins, £45 per 30 mins

These rates will be charged for all professional time which may include:

- Speech and Language therapy treatment visits - assessments, follow up and meetings.
- Communications - telephone calls, emails and text messages.
- Record keeping - hand written and typed documentation, file note entries, reports, programmes, letters and equipment orders.
- Preparations - reading documentation, lengthy emails, sourcing equipment and services.

### Payment of Fees

- Assessment and therapy sessions are payable at the end of each session by cash, cheque, bank transfer or Paypal to [paypal.me/sbvt](https://www.paypal.me/sbvt)
- Payment terms are 30 days from date of invoice, when an invoice is issued for training etc. Invoices are payable by bank transfer or cheque.
- Services may be withdrawn at any time if payment remains outstanding.
- The Client shall be liable to pay interest to Speech Freedom at the rate of 8% plus the Bank of England base rate for each day that the invoice is outstanding.

### Private Medical Insurance

If you hold Private Medical Insurance (PMI), please check the reimbursement level that will be available to you from your relevant provider for the therapy. If your PMI reimbursement does not cover the fee in full, you must pay the difference between the fee and the PMI reimbursement.

If you have not already done so, please inform us of your PMI's Authorisation Code and of the limits to the funding available.

PMI invoices are raised monthly in arrears. Payment is due 14 days from the date of the invoice. Please promptly forward the invoice to your PMI provider in order for them to process payment.

## **Cancellation policy**

Please note that a standard charge of the full fee for the session is made for missed appointments unless 1 working day (24 hours' notice) is given; exception will be made in the case of the onset of illness within that time when any expenses incurred by the therapist prior to notice will be charged for.

We will endeavour to give you as much advance notice as possible in terms of holidays or of any need to cancel a future appointment.

## **Data Protection**

Please see the attached Privacy Statement for full details of our Data Protection practices and your rights.

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If you have any questions, with regards to our Terms and Conditions, please do not hesitate to contact us.

**I confirm and give consent to Speech Freedom carrying out speech and language therapy services and holding personal details.**

**Name:**

**Signature:**

**Date:**

**Signed by Susannah Thomson**

**Date:**

## The General Data Protection Regulation (GDPR) Compliancy

Speech Freedom is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when working with Speech Freedom, you can be assured that it will only be used in accordance with this privacy statement.

Name and contact details of the Data Controller	Susannah Thomson T: 07914 933160 E: <a href="mailto:susannah@speech-freedom.co.uk">susannah@speech-freedom.co.uk</a>
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Why we collect and process your data:

- Consent - We always ask for your consent to process your data in order to provide our specialist speech and language therapy services to you.
- Contract – we may have a contract in place with a third-party which requires us to process your personal data in order to meet that contractual obligation.

### How and what information is collected about you

We may collect the following information by email, telephone call, by post, questionnaires / forms, or in person:

- Name;
- Date of Birth;
- Contact details (phone, email, address);
- Family members / Support Staff names and contact details;
- Personal health and lifestyle information, including reports and letters from healthcare professionals;
- Employer or School information (where necessary);
- Educational plans / Healthcare plans.

### What we do with the information we gather and what it is used for

- Communicating with you / your representative regarding your treatment;
- Professional record keeping of client information;
- Provision of speech and language therapy services;
- Sharing your information with relevant parties when necessary.

### Your Rights

- If you have given your consent to us processing your data, you have a right to withdraw your consent to any further processing.
- You have a right to request your data to be erased from our records.
- You have the right to request your data be transferred to another organisation.

If you wish to withdraw consent or request a transfer or erasure of your data, please email [susannah@speech-freedom.co.uk](mailto:susannah@speech-freedom.co.uk)

We will always give you the opportunity to opt out of future marketing whenever we send you marketing material or you can opt out at any time by contacting us.

### **How you can access your information**

You may request details of personal information which we hold about you under the General Data Protection Regulation. If you would like a copy of the information held on you please write to Susannah Thomson via email at [zannah.thomson@gmail.com](mailto:zannah.thomson@gmail.com).

**There is no longer a charge for this service.**

### **How long we keep your information for**

The Regulation does not set out any specific minimum or maximum periods for retaining personal data. Instead, it says that: Personal data processed for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.

See this link: <https://ico.org.uk/for-organisations/guide-to-data-protection/principle-5-retention/>.

Speech Freedom will retain personal data for 7 years for adults and 7 years following their 18<sup>th</sup> birthday for children, unless upon review it is deemed necessary to retain it for a longer period.

### **Data Transfer Outside the European Union**

In some instances, it may be necessary for us to transfer your data outside of the European Union, or to countries not approved by the ICO. Where this is the case we may seek further consent from you to do this. In all instances, we will take all steps necessary to safeguard your information and ensure that your data protection rights are maintained.

### **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place highly secure electronic systems and managerial procedures to safeguard and secure the information we collect.

Speech Freedom will continue to meet its GDPR obligations in relation to the security of processing, the notification of personal data breaches and data protection impact assessments.

### **Audits and Inspections**

Speech Freedom will submit to audits and inspections, providing all necessary information to ensure it meets the Article 28 obligations, always cooperating with supervisory authorities (such as the ICO).

### **Right to Complain**

If you have a concern about our information practices, you have a right to complain. You can do so by contacting the Information Commissioner's Office on 0303 123 1113 or by visiting [www.ico.org.uk](http://www.ico.org.uk).