



Neu Voice Solutions Data Protection and Privacy Policy

Effective Date: 15th December 2024

1. Introduction

Neu Voice Solutions is the brand under which Conor Hunter and Rebecca Sleath operate. Both are fully registered UK Speech and Language Therapists, holding membership in the following professional bodies:

- **Health and Care Professions Council (HCPC):**
 - Conor Hunter SL038351
 - Becky Sleath SL37778
- **Royal College of Speech and Language Therapists (RCSLT):**
 - Conor Hunter RC0040901
 - Becky Sleath RC0041277
- **Association of Speech and Language Therapists in Independent Practice (ASLTIP):**
 - Conor Hunter
 - Becky Sleath

Neu Voice Solutions is committed to ensuring your privacy is protected. This privacy policy outlines how your information is collected, used, and safeguarded in compliance with the Data Protection Act 2018 and the UK General Data Protection Regulation (GDPR).

2. Information Collected

Depending on the service you access, Neu Voice Solutions may collect the following information:

- Name, date of Birth (DOB), contact information, including email address, postal address, telephone number, and next of kin
- Specific medical referral information and the names of relevant healthcare professionals involved in your care
- Medical insurance membership number and authorisation code
- Information about your preferred learning styles, experiences, and social information



- Ongoing progress notes during the period of service provision (e.g., speech therapy, training, or supervision)
- Information with prior consent from third parties e.g. other health care providers alternative and allied professionals, nurseries and schools

3. Use of Information

Your information is used to understand and meet your treatment needs. Specifically, it is used for the following purposes:

- **Internal Record Keeping:** To manage and document therapy and service delivery.
- **Communication:** To send therapy summaries, clinic letters, and other relevant information by post or email as agreed with you.
- **Invoicing:** For the issuance of invoices related to services provided.
- **Liaison with Professionals:** Medical and treatment information may be shared with your GP, health professionals involved in your care, third parties involved in your care and referring medical consultant, but only with your explicit permission.
- **Marketing Communications:** Periodic emails about Neu Voice Solutions' services, products, events, or information you may find interesting (with your consent).
- **Feedback:** To contact you for feedback on the services received.
- **Service Improvement:** To analyse and enhance the services provided by Neu Voice Solutions.

4. Security

Neu Voice Solutions is committed to safeguarding your personal information. Measures in place include:

- **Electronic Data:** Stored securely on a password protected hard drive only used for Neu Voice Solutions. Any documents or programmes containing confidential information are password protected.
- **Audio and video recordings:** Stored on password protected devices.
- **Paper Records:** If required, stored in a locked cabinet with controlled access.
- **Retention Policy:** Patient data is retained for 8 years for adults and 25 years for children, in compliance with legal requirements.



- **Safeguarding:** In the event of a safeguarding concern, where yourself or another person is at risk of harm, we have a legal obligation to share that information with relevant professionals in line with the Safeguarding Children's Act 2004 and the Care Act 2014.

5. Cookies

Neu Voice Solutions' website uses traffic log cookies (e.g., Google Analytics) to analyse web traffic and improve the website. These cookies:

- Identify pages being used to tailor the website to client needs.
- Provide no access to your computer or personal information beyond the data you choose to share.

Control Options:

You can choose to accept or decline cookies. Most browsers automatically accept cookies, but you can modify your settings to decline them if you prefer. Declining cookies may impact your ability to fully use the website.

6. Links to Other Websites

Neu Voice Solutions' website may contain links to external websites. Once you leave our site, Neu Voice Solutions has no control over the privacy practices of external sites. Please refer to their respective privacy policies.

7. Controlling Your Personal Information

You can manage the collection and use of your personal information as follows:

- **Marketing Opt-Out:** If you previously agreed to receive direct communication or marketing, you can withdraw consent at any time by emailing neuvoicesolutions@gmail.com.
- **Data Access:** You can request details of personal information held about you under the Data Protection Act 2018. You have the right to rectify personal information you think is inaccurate. You have the right to erase your personal information in certain circumstances. You have the right to ask us to restrict the processing of your personal information in certain circumstances. You have the right to ask that we transfer the personal information you have to us to another organisation or to you, in certain circumstances.
- **Corrections:** If you believe any information we hold is incorrect or incomplete, please email neuvoicesolutions@gmail.com, and we will promptly update your records.

8. Sharing of Information



Neu Voice Solutions will not sell, distribute, or lease your personal information to third parties without your consent, unless required by law. Information will only be shared with relevant healthcare professionals or insurers with your explicit agreement.

9. Contact Details

For queries regarding this privacy policy or to exercise your rights under the Data Protection Act, please contact:

Neu Voice Solutions

Email: neuvoicesolutions@gmail.com

This privacy policy is reviewed periodically to ensure compliance with applicable laws and best practices. The latest update is effective from 15th December 2024.

Further information about data protection legislation and your rights is available from the ICO: The ICO's address: Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF Helpline number: 0303 123 1113 ICO website: <https://www.ico.org.uk>