

PRIVACY POLICY

April 2020

Somerset Speech Voice and Swallowing Therapy (SSVST) is committed to ensuring that your privacy is protected. When you are asked to provide certain information by which you can be identified when using this website, you can be assured that it will only be used in accordance with this privacy policy.

SSVST will from time to time update this policy therefore please check this document online to ensure you are happy with any changes. This policy is effective from 1st April 2020.

What information do we collect?

We currently collect and process the following information provided by you:

- Name
- Email address
- Telephone / mobile number
- Information pertinent to fulfilling our services on an individual's or organisation's behalf.

What do we use this information for?

We require this information for the purposes of:

- contacting you to respond to your enquiry
- Internal record keeping

Data collected in relation to new enquiries is kept for a period of 6 months and then deleted.

Currently, we do not use this information to contact you for any marketing research purposes or to send you unsolicited information.

Created by: Janet Savva (Highly Specialist Speech and Language Therapist)
Somerset Speech Voice and Swallowing Therapy (SSVST)

Date Created: April 2020
Review Date: April 2022

Email: SSVST@outlook.com
Web: www.somersetspeechvoiceandswallowingtherapy.com

SOMERSET SPEECH VOICE AND SWALLOWING THERAPY

Security

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

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about webpage traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

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Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal data in certain circumstances.
- **Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

If you wish to make a request please contact us at:

- Somerset Speech Voice and Swallowing Therapy
- 07740 798 356
- SSVST@outlook.com

How to complain

You can also complain to the ICO if you are unhappy with how we have used your data. The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

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