

# Hampshire Feeding Clinic

## Privacy Policy

Last updated: 30 May 2026

### 1. Who We Are

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Hampshire Feeding Clinic is an independent Speech and Language Therapy practice providing specialist feeding and dysphagia services. For the purposes of UK data protection law, we are the Data Controller for the personal information we hold about you.

We are registered with the Information Commissioner's Office (ICO) as required. Our ICO registration number is: [INSERT REGISTRATION NUMBER].

### 2. What Information We Collect

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#### 2.1 Website Enquiries

When you contact us through our website, we may collect:

- Your name and contact details (email address, phone number)
- The nature of your enquiry
- Any information you choose to share in your message

#### 2.2 Clinical Information

When you become a client, we collect and hold information necessary to provide safe and effective care, including:

- Full name, date of birth, and contact details
- Name and contact details of a parent or guardian (for paediatric clients)
- Relevant medical and developmental history
- Clinical assessment findings and outcomes
- Session notes and correspondence
- GP and other healthcare provider details (where relevant)

### 3. Why We Collect This Information

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We process personal data for the following purposes:

- To provide safe and appropriate clinical assessment and intervention
- To communicate with you about appointments, invoices, and your care
- To maintain accurate and legally required clinical records
- To coordinate care with other healthcare professionals involved in your treatment (with your consent)
- To comply with our legal and professional obligations as a registered healthcare provider

### 4. Our Legal Basis for Processing

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We process your personal data on the following legal grounds under UK GDPR:

- Legitimate interests — for responding to general enquiries and managing appointments
- Contract — for delivering the services you have agreed to

- Legal obligation — to comply with HCPC record-keeping requirements and safeguarding duties
- Vital interests — where there is a risk to life or safety

Health data is classified as Special Category Data under UK GDPR. We process this data on the basis of Article 9(2)(h) — provision of health or social care — and in accordance with our professional duty of care.

## 5. How We Share Your Information

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Hampshire Feeding Clinic will not sell, rent, or share your personal data with third parties for marketing purposes.

We may share relevant information in the following limited circumstances:

- With other healthcare professionals involved in your care, where you have given consent
- With a parent or legal guardian, in respect of a paediatric client
- Where we are legally required to do so (e.g. a court order)
- Where there is a safeguarding concern and we have a duty to act to protect a child or vulnerable adult

Any sharing of information will be proportionate, limited to what is necessary, and carried out in accordance with our professional obligations.

## 6. How Long We Keep Your Information

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Clinical records are retained in line with RCSLT recommended retention periods:

- Adult records: 8 years from the end of treatment
- Paediatric records: until the client's 25th birthday, or 26th if treatment ended after age 17, or 8 years after death

General enquiry data (where no therapy is provided) will be deleted within 12 months of the enquiry.

## 7. How We Store Your Information

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Your information is stored securely using password-protected systems. We take reasonable steps to protect your data from unauthorised access, loss, or disclosure.

Clinical records are held in compliance with HCPC standards and UK data protection law. Paper records (where used) are stored securely and disposed of confidentially when no longer required.

## 8. Your Rights

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Under UK GDPR, you have the following rights regarding your personal data:

- Right of access — to request a copy of the data we hold about you
- Right to rectification — to ask us to correct inaccurate information
- Right to erasure — in certain circumstances, to ask us to delete your data
- Right to restriction — to ask us to limit how we use your data
- Right to data portability — to receive your data in a structured, commonly used format
- Right to object — to object to certain types of processing

Please note that some of these rights may be limited where we have a legal or professional obligation to retain or use your information.

To exercise any of these rights, please contact us using the details on our website. We will respond within one calendar month.

## 9. Cookies and Website Data

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Our website may use cookies or similar technologies to improve your experience. Where this is the case, you will be informed and given the option to manage your preferences.

We do not use your website data for advertising purposes.

## 10. Complaints

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If you have a concern about how we handle your personal data, please contact us in the first instance and we will do our best to address it.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at any time:

- Website: [ico.org.uk](http://ico.org.uk)
- Helpline: 0303 123 1113

## 11. Changes to This Policy

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We may update this Privacy Policy from time to time. The current version will always be available on our website, with the date of the most recent update clearly shown.

## 12. Contact Us

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For any questions about this Privacy Policy or how we handle your data, please contact us via the details provided on our website.