

Hampshire Feeding Clinic

Privacy Policy

Last updated: 18 June 2026

1. Who We Are

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: ZC162964.

2. What Information We Collect

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
- Your preferred method of contact (email or phone)

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)
- Video or audio recordings of mealtimes or assessments, where clinically indicated and with your consent
- Invoice and payment records (for billing and financial administration purposes)

3. Why We Collect This Information

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

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

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

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

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.

We use the following third-party data processors to operate this website and deliver our services:

- Resend (resend.com) — used to transmit website enquiry emails. Resend is a US-based service. Data transferred to Resend is limited to your name, email address, phone number (if provided), and service category. No special category health data is transmitted.
- Vercel (vercel.com) — used to host this website. Vercel may process limited technical data (such as IP addresses) as part of normal web hosting operations.
- Google Analytics — used to collect anonymised website usage data to help us understand how visitors use our site. No personally identifiable information is collected through Google Analytics.

- Proton Mail (Proton AG, Switzerland) — used as our secure encrypted email platform for all clinical and business correspondence, including communications with patients, families, referrers, and other healthcare professionals. Proton Mail provides end-to-end encryption for Proton-to-Proton communications and uses TLS in transit for communications with external recipients. Data is stored in Switzerland and the EU, covered by UK adequacy decisions.
- Heidi AI (Heidi Health) — used to support clinical note-taking and documentation during or following consultations. Heidi AI processes identifiable patient information including clinical history, assessment findings, and clinical reasoning. Data is hosted within the UK or EU. Patient data is not used for AI model training. You will always be informed before any consultation in which AI-assisted documentation is used, and your explicit consent will be obtained. All AI-generated notes are reviewed and approved by your clinician before being finalised or shared.

AI-Assisted Documentation

Hampshire Feeding Clinic uses AI-assisted software (Heidi AI) to support clinical note-taking. Where this is used, you will be informed in advance and your consent will be obtained as part of the intake process. You may decline the use of AI documentation at any time without this affecting the care you receive. All notes generated with AI assistance are reviewed and approved by your clinician before being used or shared.

8. Your Rights

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

Our website uses cookies and similar technologies. Specifically:

- Google Analytics cookies are used to collect anonymised data about how visitors use our website (e.g. pages visited, time on site). This data does not identify you personally and is used solely to improve our website.
- Essential cookies may be set to ensure the website functions correctly.

We do not use your website data for advertising or marketing purposes. You can manage or disable cookies through your browser settings.

10. Complaints

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
- Helpline: 0303 123 1113

11. Changes to This Policy

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

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