



Data Protection and Privacy Policy for TLC Space

How we use personal information

TLC Space collects and maintains information about you and your child to provide you with the best possible therapy intervention. The Occupational Therapists who provide your child with treatment maintain records about your child's health and any treatment or care your child receives. TLC Space is committed to protecting your and your child's privacy and personal information will only be collected when necessary and used lawfully. We have a "Legitimate Interest" in collecting that information, because without it we couldn't do our job effectively.

Records held about you and your child may include the following information:

- Details about you, such as your address, emergency contact details, other professionals and education settings involved, legal representative.
- Any contact we have had with your child, such as appointments, therapy visits, etc.
- Notes, assessments and reports related to your child's therapy.
- Photos and videos of your child as a record of assessment.
- Relevant information from other healthcare professionals and schools.
- Accounts details including invoicing and receipts.

Where we store information

TLC Space records are stored electronically, on paper or a mixture of both, and we use a combination of working practices and technology to ensure that your information is kept confidential and secure.

Paper files are kept in locked filing cabinets. Technology storage is fully compliant with the General Data Protection Regulations. Access to this data is password protected, and the passwords are changed regularly.

When we share information

Every member of staff at TLC Space has a legal obligation to keep information about you and your child confidential. We will only ever use or pass on information where others involved in your child's care have a genuine need for it and with your prior permission. We will not disclose your information to any third party without your permission.

If we do not hold specific consent to liaise with a particular person/ organisation we will ask for explicit consent for this to happen when required.

How long we keep information



It is a legal requirement to keep children's records until they turn 25 or 26 if consultation began when the young person was 17; or 3 years after death of a child if sooner. Data may be kept longer in certain circumstances. It is important that all data will be accurate, kept up to date and erased, without delay, should the data no longer be required.

Change of details

It is important that you let us know about any changes to you or your child's personal details, or should you find any details to be incorrect, in order for it to be amended and to keep records accurate.

Your rights

At any time, you have to right to request access to data that we hold about you and your child.

Provided the legal minimum period has elapsed, you can also ask us to erase your records.

Right to complain

Anele-OT Ltd is registered with the Information Commissioner's Office (ICO).

Should you have any concerns about how your information is being handled please contact the Data Protection Officer, Anele Griessel, by email at admin@tlcspace.com.

If you are not satisfied with the response, then you have the right to raise a concern with the Information Commissioner's Office (ICO).

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Anele Griessel
Director