

 Soundswell Speech & Language Therapy Solutions www.soundswellspeech.com	Information Security for Service Users (Soundswell privacy information) Next revision due August 2026
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Scope of this document

- a) how we handle your data
- b) your rights under the GDPR
- c) how Soundswell uses artificial intelligence in relation to the care your child receives

Context

1.0 Items a) and b) above.

The General Data Protection Regulations (GDPR) came into force in May 2018. In response to the new elements required, we amended and added to the paperwork we use to deliver our services.

These amendments and changes are now in their 8th year and have become a *routine part* of what we do to safeguard the personal information we hold. However, in the interests of transparency, we have chosen to refresh some of the key detail as this information is pertinent and will continue to be so until and unless there is a change in the legislation.

Under-pinning documentation

Soundswell Information Security policy (reviewed annually in August).

We provide individuals with the following privacy information: the detail under items 6 onwards is available within the Information Security policy.	
1	Our name and contact address Soundswell speech and language therapy solutions limited Registered business address: C/O Muras Baker Jones Regent House Bath Avenue Wolverhampton WV1 Directors: Jo Williams and Diana McQueen, email: info@soundswellspeech.com
2	The name/s and contact details of our therapist/s Available from the school/setting/the directors
3	The contact details of our data protection officer The Directors are the data protection lead officers
4	The purposes of the processing <i>Customers:</i> to fulfil our contract with you <i>Children:</i> the provision of speech and language therapy

5	The lawful basis for the processing
<i>Customers:</i> contractual purposes <i>Children:</i> children’s data constitutes a ‘special category’ which requires that we identify two types of lawful basis: (i) legal obligation & (ii) consent	
6	The kind of personal data obtained
7	The recipients of the data and data sharing
8	The storage, retention periods and disposal of data
9	Assurance that we have procedures for managing a data breach
10	The rights available to individuals in respect of the processing

2.0 Artificial Intelligence (item c above)

Artificial Intelligence (AI) is defined as an umbrella term for a range of algorithm-based (digital) technologies that solve complex tasks by carrying out functions that previously required human thinking and reasoning, examples include: learning, problem solving, decision making & report writing. This list is by no means exclusive. Additional examples pertinent to the role of a speech and language therapist may include the generation of assessment and therapeutic materials.

Soundswell has a responsibility to let service users know when and how AI is (or may be) used in the delivery of care.

Under-pinning documentation

Soundswell Artificial Intelligence Guidelines 2025 (reviewed annually in August).

N.B: **no** service user information is entered into **any** AI tool.

Any and all AI-generated content is thoroughly reviewed, edited, and verified by the individual therapist to ensure accuracy and alignment with professional expertise and standards. The clinician will always remain accountable.	
1	When a Soundswell therapist may use AI
a	To generate therapy materials (such as pictures or stories)
b	Gather research information to help explain various speech, language and communication difficulties
c	Generate ‘educational’ materials (for use, for example, in leaflet production or delivering training)
d	To help in the analysis of language samples
2	When Soundswell therapists may <i>not</i> use AI
a	To generate reports
b	Suggest diagnoses

If you want to read about the background to our privacy ‘journey’ please follow this link <https://acrobat.adobe.com/id/urn:aaid:sc:EU:d4cff352-ca53-4667-aeb6-cd2f9a9d87a7>