



Privacy Policy: Easy Read Guide

We have a full and detailed Privacy Policy for you to read on our website.

This is a short and simple version of our Privacy Policy.

Who we are

We are **National Neurodiversity Assessments**. We also use the name **Speech and Language Therapy West Midlands Ltd**.

We help children, young people and adults with speech, language, and communication needs. We also carry out autism, and ADHD assessments.

Contact us:

Dr Sarah Titchen (Data Protection Officer)

 07828 995438

 mdt@nationalneurodiversityassessments.co.uk

The information we collect

We collect only the information we need to help with your care.

This can include:

- Your name, date of birth and contact details
- Medical and school/college reports
- Past assessments and test results
- Notes from teachers or other professionals
- Family health history (if relevant)
- Videos or questionnaires (only with consent)

Why we collect your information

We use your information to:

- Give you the right therapy or assessment
- Write reports for you, your family, school or doctors
- Work with other professionals who support you
- Meet NHS and legal safety rules
- Keep proper records of your care

Heidi Health AI

- We sometimes use Heidi Health to help assessors write notes.
- Your assessor checks what Heidi writes.

- You can say no, and the assessor will take notes another way. This won't affect your care.
- The Heidi session is deleted within 24 hours; your main clinical record is kept separately.

How we keep your information safe

- Information is stored on secure NHS-approved systems
- All data is encrypted and protected with passwords
- Only the right staff can see your information
- We follow NHS and GDPR rules at all times

Sharing information

We do **not** share your details without permission, unless:

- There is a **safeguarding concern** (to keep you or someone else safe)
- The law says we must (e.g., court order)
- NHS rules require it (e.g., care pathways, audits)

How long we keep your records

- Adults: 8 years after last contact
- Children: until their 25th birthday or 8 years after last contact (whichever is later)
- Financial records: 7 years

Your rights

You have the right to:

- See the information we hold about you
- Ask us to fix mistakes
- Ask us to delete your information (in some cases)
- Ask us not to share or use your data in certain ways
- Say no to marketing messages
- Make a complaint

If something goes wrong

If there is a data breach (for example, information lost or shared wrongly):

- We will act quickly to fix it
- Tell you if it affects you
- Report it to the Information Commissioner's Office (ICO) and NHS if needed

Complaints

If you are unhappy about how we use your information:

Contact us:

Dr Sarah Titchen (Data Protection Officer)

 07828 995438

 mdt@nationalneurodiversityassessments.co.uk

You can contact the Information Commissioner's Office (ICO):

-  0303 123 1113
-  www.ico.org.uk

You can also complain through the **NHS complaints process** if your care is NHS-funded.