

Privacy Policy

Bright Voices Speech Therapy Ltd

Last updated: April 2026

Your privacy matters to us

This Privacy Policy explains what personal information we collect, why we collect it, how we use it, and your rights. We are committed to being transparent and handling your data with care.

1. Who We Are

Bright Voices Speech Therapy Ltd ('**Bright Voices**', '**we**', '**us**', or '**our**') is a company registered in England and Wales. We are the data controller for the personal information you share with us when using our website or services.

If you have any questions about this Privacy Policy or how we handle your data, please contact us at: help@brightvoicesspeechtherapy.com

2. What Information We Collect

2.1 Information You Give Us

When you get in touch with us, make a referral, or book a session, you may provide us with:

- Your name and contact details (email address, phone number)
- Your child's name, date of birth, and relevant background information
- Information about your child's speech, language, and communication needs
- Details of any relevant medical, educational, or developmental history you choose to share
- Payment information (processed securely through our payment provider — we do not store card details)

2.2 Information We Collect Automatically

When you visit our website, we may automatically collect:

- Your IP address and browser type
- Pages you visit and how long you spend on them
- How you arrived at our website (e.g. from a search engine or social media)

This information is collected through cookies and similar technologies. Please see our Cookie Policy for more details.

2.3 Information From Therapists

Therapists working through Bright Voices record session notes and clinical information about your child on our secure clinical portal. This information forms part of your child's clinical record and is accessible to you on request.

3. How We Use Your Information

We use the information we collect for the following purposes:

Purpose	Legal Basis
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Matching your child with a suitable Therapist	Performance of a contract / Legitimate interests
Communicating with you about bookings and appointments	Performance of a contract
Processing payments	Performance of a contract
Maintaining clinical records for your child	Legal obligation / Legitimate interests
Responding to complaints or concerns	Legitimate interests / Legal obligation
Improving our website and service	Legitimate interests
Complying with legal and regulatory obligations	Legal obligation

4. Who We Share Your Information With

We will only share your information where it is necessary and appropriate:

- With the Therapist assigned to your child, for the purposes of delivering therapy
- With our clinical portal provider, who stores session notes and records securely on our behalf
- With our payment provider, to process session payments securely
- With regulatory bodies (such as HCPC) or statutory authorities (such as children's services) if we or your Therapist have a legal or professional obligation to do so

We do not sell your data. We do not share your data with third parties for marketing purposes.

5. Children's Information

As a service working with children, we handle information about minors with particular care. We only collect information about a child where we have a legitimate purpose to do so, and we ensure that this information is securely stored and accessible only to those who need it.

Where a Therapist has a safeguarding concern about a child, they are legally required to report this to the appropriate authority. This may involve sharing relevant information without prior notice to you. This is a legal obligation and not within our discretion to prevent.

6. How Long We Keep Your Information

We keep your information for as long as is necessary for the purposes for which it was collected, or as required by law. As a general guide:

- Clinical records relating to children are typically retained until the child's 25th birthday (or longer if required by law)
- Financial records are kept for a minimum of 6 years in accordance with HMRC requirements
- General enquiry correspondence is kept for up to 2 years

When information is no longer needed, it is securely deleted or anonymised.

7. Keeping Your Information Safe

We take data security seriously. We use appropriate technical and organisational measures to protect your personal information against unauthorised access, loss, or misuse. These include:

- Secure, password-protected clinical record systems
- Encrypted payment processing through our payment provider

- Restricted access — only those who need your information to do their job can access it
- In the event of a data breach that is likely to affect your rights and freedoms, we will notify you and the Information Commissioner's Office (ICO) as required by law.

8. Your Rights

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

Right	What this means
Right of access	You can request a copy of the personal information we hold about you or your child
Right to rectification	You can ask us to correct any information that is inaccurate or incomplete
Right to erasure	In certain circumstances, you can ask us to delete your information
Right to restrict processing	You can ask us to limit how we use your information in certain circumstances
Right to data portability	You can ask for your data in a structured, machine-readable format
Right to object	You can object to us processing your data based on legitimate interests

To exercise any of these rights, please contact us at help@brightvoicesspeechtherapy.com. We will respond within one month. You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk if you believe we have not handled your data correctly.

9. Cookies

Our website uses cookies to help it function and to understand how visitors use it. We use essential cookies (necessary for the website to work) and analytics cookies (to help us understand how the website is used). You can control cookies through your browser settings. Please see our full Cookie Policy for more information.

10. Links to Other Websites

Our website may contain links to other websites. We are not responsible for the privacy practices of those websites and encourage you to read their privacy policies.


11. Changes to This Policy


We may update this Privacy Policy from time to time. The most recent version will always be available on our website with the date it was last updated. Where changes are material, we will let you know directly.

12. Contact Us

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Registered in England and Wales