

Marketing and Cookies

We only send marketing if you've agreed to it, you can opt out anytime. Our website uses cookies to improve functionality. You can change your browser settings to block cookies.

Links to Other Websites

If our site links to other websites, their privacy policies apply, please check theirs separately.

Contact us

If you need this leaflet in a different format or have questions:

First Contact Clinical
Business Works, South Shields
Henry Robson Way,
South Shields,
NE33 1RF
Email: enquiries@firstcontactclinical.co.uk
Tel: 0191 432 9838

For more information

For details about your data rights, visit the Information Commissioner's Office:
www.ico.org.uk | 0303 123 1113

Privacy Policy

At First Contact Clinical, we take your privacy seriously. This policy explains how we use and protect your personal information.

Who We Are

We are First Contact Clinical, a social enterprise providing health and wellbeing services. Our team includes health professionals and support staff who are trained to handle your information securely and respectfully.

What Information We Collect

We may collect:

- Your name, date of birth, and contact details
- Notes about your health, needs, and goals
- Details of your appointments and care
- Signposting and referrals
- Relevant information from professionals involved in your care

For training purposes:

- Training courses you have booked onto
- Information relating to your role and organisation

How do we use your information?

We use your information to:

- Understand your needs and plan the right support
- Make sure care and support is safe and joined up
- Monitor and improve the quality of our services
- Respond to feedback, concerns or complaints
- Support staff training and research (with safeguards in place)

Where possible, we use anonymous information. If we need to use information that identifies you for purposes like audits or research, we will always ask for your permission, unless the law requires us to share it.

Who do we share information with?

We only share your information when it's necessary, and always in a secure and lawful way. We may share with:

- GPs, hospitals, and other NHS services involved in your care
- Social care or community organisations involved in your care
- Local authorities, voluntary and education services (with consent)
- Research or audit teams (only under strict confidentiality agreements)

For training purposes:

- Our commissioners (funders)

Everyone we share with is legally bound to keep your information confidential.

Your rights

You have the right to:

- Know how your information is used
- Ask for a copy of your records
- Ask for corrections if something is wrong
- Say no to sharing (except when required by law)
- Complain if you're not happy with how your data is used

To see your records or raise a concern, contact us using the details in this leaflet. We may need ID to confirm your identity.

How do we keep your information safe?

Everyone working at First Contact Clinical has a legal duty to:

- Keep your information private and secure
- Record only what is needed
- Use it only when necessary
- Make it available in a format that suits you (e.g. large print)

We follow strict data protection laws, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.