



## Privacy Notice

How First Contact Clinical uses and protects personal information

Last updated: 30 June 2026 | Review date: 30 June 2027

This Privacy Notice explains how First Contact Clinical collects, uses, shares and protects personal information. It applies to people who use our services, people who contact us, training participants, website users, staff, contractors and other people we work with.

### Who we are

First Contact Clinical is a social enterprise providing health, wellbeing, social prescribing, behaviour change and training services. We are responsible for deciding how and why we use some personal information. This means that, for some services and activities, we are a data controller.

In some services, we work within GP practices, NHS services, local authority services or commissioned pathways. In those cases, another organisation may also be responsible for the information, or may be the main controller for the record.

### What information we collect

Depending on your relationship with us, we may collect and use:

- Name, date of birth, address, telephone number and email address
- NHS number or other identifiers where needed for health or care services
- Information about your health, wellbeing, needs, goals and circumstances
- Notes of appointments, contacts, actions, referrals and support provided
- Information from GPs, NHS services, social care, community organisations or other professionals involved in your care or support
- Safeguarding, risk or vulnerability information where relevant
- Feedback, complaints, compliments and learning information
- Training booking details, role, organisation, attendance and learning feedback
- Website enquiry details, contact forms and limited website/cookie information
- Staff, contractor, volunteer, recruitment and HR information where relevant

### How we use personal information

We use personal information to:

- Provide safe and effective care, support and training
- Understand needs and agree plans, goals or next steps
- Communicate with you and other professionals involved in your care or support
- Record work completed and meet contractual responsibilities
- Manage referrals, appointments, caseloads and outcomes
- Keep people safe and respond to safeguarding or serious risk concerns
- Respond to enquiries, feedback, complaints and information requests
- Train and support our staff and improve service quality
- Manage staff, contractors, suppliers and organisational governance
- Meet legal, regulatory, contractual and audit requirements

## Our lawful reasons for using information

We only use personal information where there is a lawful reason to do so. Depending on the situation, this may include:

- Providing health or social care support, or managing health and care systems and services
- Carrying out a contract or taking steps before entering a contract
- Meeting a legal duty
- Carrying out a task in the public interest or under an official function linked to commissioned services
- Protecting someone's vital interests in an emergency
- Our legitimate interests as an organisation, where this is fair and does not override people's rights
- Consent, where we specifically ask for consent, for example some communications, optional activities or marketing

Where we use health, safeguarding or other sensitive information, we must also meet extra legal conditions. These may include providing health or social care, managing health and care services, protecting people from harm, meeting employment obligations, legal claims, public health or substantial public interest reasons.

## Who we share information with

We only share information when it is necessary, relevant and lawful. This may include sharing with:

- GP practices, hospitals, NHS services and NHSmail users involved in your care or support
- Social care, local authorities, community and voluntary organisations involved in your support
- Commissioners, funders and contract managers, usually using anonymised or summary information where possible
- Safeguarding professionals, emergency services or regulators where there is a risk, legal duty or serious concern
- IT, HR, website, caseload management, training and administrative suppliers who process information for us under agreed arrangements
- Professional advisers, insurers, auditors or legal representatives where needed

We do not sell personal information.

## Systems we use

We use secure systems to manage our work. These may include our caseload management system, EMIS where we work with GP practices, NHSmail, smartcards, Office 365, SharePoint, People HR, local authority systems such as Call It Quits where relevant, website forms and training booking systems.

## How long we keep information

We keep personal information only for as long as it is needed for the purpose it was collected, and in line with legal, contractual and records management requirements. Different records are kept for different periods. You can contact us if you would like more information about a specific type of record.

## Your rights

You have rights over your personal information. Depending on the situation, these may include the right to:

- Be told how your information is used
- Ask for a copy of your personal information
- Ask us to correct information you think is wrong or incomplete
- Ask us to delete information in some circumstances
- Ask us to limit how information is used in some circumstances
- Object to some uses of your information
- Withdraw consent where we rely on consent
- Complain if you are unhappy with how your information has been handled

Some rights do not apply in every situation, for example where we need to keep or use information to provide care, meet a legal duty, protect someone from harm or defend a legal claim. We will explain this if it applies.

## Marketing, training communications and cookies

We only send marketing or optional training communications where we have a lawful reason to do so, such as your consent or where you would reasonably expect to hear from us. You can opt out at any time.

Our website may use cookies to support website functionality and understand how the site is used. You can change your browser settings to block cookies. If our website links to other websites, their privacy notices apply.

## How we keep information safe

- Staff and contractors receive information governance and data security training.
- Access to systems is controlled and based on role need.
- We use secure systems, passwords, NHSmail and other approved methods where appropriate.
- We review suppliers and data processing arrangements.
- We report, investigate and learn from data security incidents and near misses.

## Contact us

If you have questions about this Privacy Notice, want to use your data rights, or are concerned about how your information has been handled, please contact us:

### First Contact Clinical contact details

<b>First Contact Clinical</b>	Business Works, South Shields
	Henry Robson Way
	South Shields
	NE33 1RF
	Email: <a href="mailto:enquiries@firstcontactclinical.co.uk">enquiries@firstcontactclinical.co.uk</a>
	Tel: 0191 432 9838

## If you are unhappy

Please contact us first so that we can try to resolve your concern. You also have the right to contact the Information Commissioner's Office.

- Information Commissioner's Office
- Website: [www.ico.org.uk](http://www.ico.org.uk)
- Telephone: 0303 123 1113