

Requesting Your Information

Subject Access Request (SAR).

At First Contact Clinical, we're committed to being transparent and treating your information with care. Under data protection law, you have the right to ask for a copy of the personal information we hold about you.

This is called a Subject Access Request (SAR).

What Can I Ask For?

You can request:

- Your health or support records
- Notes from appointments
- Letters or assessments about your care
- Details of services you've received from us
- You can also ask:
 - Why we hold this information
 - Who we share it with
 - How long we keep it

Please note if the support was provided by our the team who are embedded within GP Practices then your request will be forwarded to your Registered GP Practice.

What You Can't Request

You can't use a SAR to access:

- Someone else's information (without their written permission)
- Information we are legally not allowed to share (e.g. for safeguarding or legal reasons)
- Non-personal organisational information (see our Freedom of Information leaflet for that)

How Do I Make a Request?

You can make a Subject Access Request by contacting us at:

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

Please include:

- Your full name and contact details
- What information you're asking for
- Proof of identity (e.g. photo ID or official letter)

What Happens Next?

We will confirm your request within a few days

We will respond within one month (sometimes longer if your request is complex)

You will receive your information securely (in print or electronically)

Is There a Cost?

It's free to make a request.

We may charge a small fee only if:

- You ask for extra copies
- The request is clearly unreasonable or repeated