



How We Use Your Health and Support Information

Your information - your rights - our responsibility

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This leaflet explains why First Contact Clinical collects information about you, how it is used, who we may share it with, your rights and how we keep your information safe.

Why do we collect information about you?

To provide safe and effective support, we keep a record of relevant information, which may include:

- Your name, date of birth and contact details
- Information about your health, wellbeing, needs, goals and circumstances
- Details of appointments, contacts and support provided
- Signposting, referrals and actions agreed with you
- Relevant information from professionals involved in your care or support

How do we use your information?

We use your information to:

- Understand your needs and plan the right support
- Provide safe, joined-up care and support
- Work with other professionals where this is needed and appropriate
- Monitor and improve the quality of our services
- Respond to feedback, concerns, complaints or safeguarding issues
- Meet legal, contractual and professional responsibilities

Where possible, we use information that does not identify you, for example for reports, service monitoring and learning. If information that identifies you is needed for another purpose, we will only use it where there is a lawful reason to do so.

Who do we share information with?

We only share information when it is necessary, relevant and lawful. Depending on your care or support, we may share information with:

- GP practices, hospitals and other NHS services involved in your care
- Social care or community organisations involved in your support
- Local authorities, voluntary sector organisations or education services, where relevant
- Commissioners or funders, usually using anonymised or summary information
- Safeguarding professionals, emergency services or other organisations where there is a serious risk or legal duty to share information

Everyone we share information with must keep it confidential and use it appropriately.

Your choices and rights

You have rights over your personal information. These include the right to know how your information is used, ask for a copy of your records, ask us to correct something that is wrong, and raise a concern if you are unhappy with how your information has been handled.

You can also object to some uses of your information. This may not always apply where we need to use or share information to provide care, meet a legal duty, protect someone from harm or carry out an agreed service.

How do we keep your information safe?

- Staff and contractors are trained in confidentiality and data security.
- We only record information that is needed and relevant.
- We use secure systems such as approved caseload, NHS and Office 365 systems.
- Access to systems is controlled and limited to people who need it for their role.
- We report and investigate information incidents so that we can learn and improve.

How long do we keep information?

We keep information only for as long as it is needed for the purpose it was collected, and in line with our records retention requirements. If you would like to know more about how long we keep a particular type of information, please contact us.

More information

This leaflet is a summary. For more detail, please read our Privacy Notice or contact us.

Contact us

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