



Privacy Policy

What information do we collect about you?

We collect information about you when you register with our behaviour change services or book a place on our training and events. The personal data we may hold about you may include:

- Name and other personal details such as contact information, date of birth (as appropriate)
- Medical information relevant to your care including NHS number and GP practice
- Contact if you have had for us such as appointments or training dates
- Details and records about your care (as appropriate)

How will we use the information about you?

At First Contact Clinical we aim to provide you with the highest quality of care. To do this we must keep records about you and the care we have provided or plan to provide to you.

The people who care for you use your records to:

- Provide a good basis for all health and social decisions made by you and care professionals
- Allow you to work with those providing care
- Make sure your care is safe and effective, and
- Work effectively with others providing you with care

Others may also need to use records about you to:

- Check the quality of care (such as audit)
- Protect the health of the general public
- Help investigate any concerns or complaints you or your family have about your care
- Teach workers
- Help with research

Some information will be held centrally to be used for statistical purposes. In these instances, we take strict measures to ensure that individual people cannot be identified.

We use anonymous information, wherever possible, but on occasions we may use personally identifiable information for essential First Contact Clinical purposes such as research and auditing. However, this information will only be used with your consent, unless the law requires us to pass on the information.

How we keep your records confidential

Everyone working for First Contact Clinical has a legal duty to keep information about you confidential.

We have a duty to:

- Maintain full and accurate records of the care and training we provide to you
- Keep records about you confidential, secure and accurate
- Provide information in a format that is accessible to you (i.e. in large print).

We will not share information that identifies you for any reason, unless:

- you ask us to do so;
- we ask and you give us specific permission;
- we have to do this by law;
- we have special permission for health or research purposes or
- we have special permission because the interests of the public are thought to be of greater importance than your confidentiality

Our guiding principle is that we are holding your records in STRICT CONFIDENCE.

Who we share this information with?

We may share information with the following main partner organisations:

- Ways to Wellness (if applicable)
- GP Practices

We may also share your information, with your consent and subject to strict sharing protocols about how it will be used, with:

- Local Authorities
- Voluntary Sector Providers
- Private Sector
- Social Services
- Education Services

Anyone who receives information from us also has a legal duty to **KEEP IT CONFIDENTIAL!**

Access to your information and correction

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply).

You also have the right to ask for a copy of all records about you

- Your request must be made in writing to the organisation holding your information
- There may be a charge to have a printed copy of the information held about you
- We are required to respond to you within 40 days
- You will need to give adequate information (for example full name, address, date of birth NHS number etc).

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- You will be required to provide ID before any information is released to you.

If you think anything is inaccurate or incorrect, please inform First Contact Clinical.

Notification

The Data Protection Act 1998 requires organisations to notify the Information Commissioner of the purposes for which they process personal information.

The details are publicly available from the Information Commissioner:

Wycliffe house, Water Lane, Wilmslow, Cheshire, SK9 5AF

Tel: 01625 545745

www.informationcommissioner.gov.uk

Marketing

We would like to send you information about training, events and services of ours which may be of interest to you. If you have consented to receive marketing, you may opt out at a later date.

If you no longer wish to be contacted for marketing purposes, please contact us at

enquiries@firstcontactclinical.co.uk or 0191 4329838.

Cookies

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. This information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However in a few cases some of our website features may not function as a result.

Other websites

Our website contains links to other websites. This privacy policy only applies to this website so when you link to other websites you should read their own privacy policies.

Changes to our privacy policy

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 22 May 018.

How to contact us

Please contact us if you have any questions about our privacy policy or information we hold about you:

- By emailing enquiries@firstcontactclinical.co.uk
- Or write to us at First Contact Clinical, Centre for Change, Stanhope Parade, South Shields, Tyne and Wear, NE33 4BA

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