



Requesting Your Information

Subject Access Request (SAR)

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

At First Contact Clinical, we are 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, or SAR.

What can I ask for?

- Your health or support records
- Notes from appointments or contacts
- Letters, assessments or information about your care or support
- Details of services you have received from us
- Information about why we hold your information, who we share it with and how long we keep it

If your support was provided by a First Contact Clinical team embedded within a GP practice, your request may need to be forwarded to your registered GP practice, because the GP practice may be the organisation responsible for the health record.

What can I not use a SAR for?

- Accessing someone else's information unless you have their written permission or legal authority
- Information we are legally not allowed to share, for example where disclosure may put someone at risk
- Non-personal organisational information, which may be handled as an access to information or Freedom of Information request instead

How do I make a request?

You can make a Subject Access Request by contacting us. You do not need to use special words or a special form, but it helps if you tell us clearly what information you would like.

Contact us

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 are asking for

- Proof of identity, such as photo ID or an official letter
- If you are asking on behalf of someone else, proof that you have their permission or legal authority

What happens next?

- We will confirm your request within a few days.
- We may ask for proof of identity before sending any information.
- We will respond within one month. This may take longer if your request is complex or if you have made several requests. If this happens, we will tell you.
- We will send your information securely, either electronically or in print, depending on what is appropriate.

Is there a cost?

It is usually free to make a request.

We may charge a small reasonable fee only if you ask for extra copies, or if a request is clearly unreasonable or repeated. We will explain this before doing so.

If you are unhappy with our response

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

- Information Commissioner's Office
- Website: www.ico.org.uk
- Telephone: 0303 123 1113