

Privacy Notice – Complaints and Subject Access Requests

First Community Health and Care CIC (hereafter First Community) holds and uses patient data for the purposes of Complaints, Subject Access Requests and Access to Health Records requests.

We collect and store information that has been received directly from you, your health records or organisations such as Local Authority and GP Practices. Under the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, you have the right to see or be given a copy of any personal data held about you by the organisation. To gain access to a copy of your information, you will need to make a Subject Access Request (SAR) either by email or letter to First Community.

Email: fhc.subjectaccessrequest@nhs.net

Address: First Community Health and Care CIC
2nd Floor Forum House
41 - 51 Brighton Road
Redhill
Surrey
RH1 6YS

Should you wish to make a complaint to First Community you can do so by contacting:

Complaints Team

Phone: **01737 775463**

Online: www.firstcommunityhealthcare.co.uk/about-us/complaints

There may be a need for us to view and access your patient data or request some from you directly. This will allow us to look into your complaint.

We are required by Articles in the General Data Protection Regulations to provide you with the information in the following 9 subsections.

1) Controller contact details	First Community Health and Care CIC 2nd Floor Forum House 41 - 51 Brighton Road Redhill Surrey RH1 6YS
2) Data Protection Officer contact details	Jamie Shel Drake Email: nelcsu.dpo@nhs.net Tel: 03000 428 438
3) Purpose of the processing	Legal Obligations of the CCG
4) The Lawfulness Conditions and Special Categories	<p>The lawful justifications for the processing and possible sharing of this data are;-</p> <p>Article 6(1)(c) <i>“the processing is necessary for compliance with any legal obligation to which the controller is subject”</i></p> <p>Where your complaint or SAR involves processing of special category data the relevant condition for processing that data will be</p> <p>Article 9(2)(g) <i>“substantial public interest”</i> as defined by Data Protection Act 2018, Schedule 1, Part 2, Section 6(2)(a) <i>“the exercise of a function conferred on a person by an enactment or</i></p>

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	<i>rule of law”</i>
5) Recipient or categories of recipients of the shared data	The data will be not be shared outside of First Community however, will be shared among those services forming part of your request.
6) Right to object	<p>You have the right under Article 21 of the GDPR to object to your personal information being processed. Please contact the organisation if you wish to object to the processing of your data. You should be aware that this is a right to raise an objection which is not the same as having an absolute right to have your wishes granted in every circumstance.</p> <p>First Community processes personal data under Article 6(1)(c) on a lawful and legitimate basis where the organisation is obliged under law to comply with</p> <ul style="list-style-type: none"> • The General Data Protection Regulations (GDPR) • The Freedom of Information Act • The NHS Constitution • The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 <p>By complying with these laws, the organisation has compelling legitimate grounds for the processing which override the interests, rights and freedoms in the right to object.</p>
7) Right to access and correct	You have the right to access any identifiable personal data that is being processed or shared and to have any inaccuracies corrected.
8) Retention period	The data will be retained in line with the law and national guidance or speak to the organisation.
9) Right to Complain.	<p>You have the right to complain to the Information Commissioner’s Office, you can use this link https://ico.org.uk/global/contact-us/</p> <p>Or by calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate)</p> <p>There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website).</p>

ⁱ GDPR requires information regarding how your data is processed to be provided to you in an easily understandable format however, please feel free to contact the Controller if you have any further questions.