

Privacy Notice

What we do

First Community Health and Care CIC (hereafter First Community) are responsible for the delivery of high-quality health and social care in the community and within the acute. These services include nursing and therapy, specialist care, children and family advice and support as well as a rehabilitation ward, rapid assessment clinic and minor injury unit at Caterham Dene Hospital.

First Community provides commissioned services to three main organisations:

- [East Surrey Clinical Commissioning Group](#)
- [NHS England](#)
- [Surrey County Council](#)

We are also commissioned by other CCGs across Sussex and Surrey

What is a privacy notice?

The EU General Data Protection Regulation (GDPR) requires that Controllers provide certain information to people whose information (personal data) they hold and use. A privacy notice is one way of providing this information.

A privacy notice should identify who the Controller is, including contact details for the Data Protection Officer. It should also explain the purposes for which personal data are collected and used, how the data are used and disclosed, how long the data is kept, and the Controller's legal basis for processing.

Why we collect information about you

In order to manage the services we provide effectively, we must keep records about you and the care you receive. Medical Records are held on paper and electronically and we have a legal duty to keep these confidential, accurate and secure at all times, in line with the General Data Protection Regulation 2016 and Data Protection Act 2018.

Sometimes your care may be provided by members of a care team, which may include people from other organisations such as health, social care, education, or other care organisations.

Information collected about you to deliver your care is used to assist with:

- Making sure your care is of a high standard.
- Assessing your condition against a set of risk criteria to ensure you are receiving the best possible care.
- Preparing statistics on our performance for the Department of Health & Social Care and other regulatory bodies.

- Helping train staff and support research.
- Supporting the funding of your care.
- Reporting and investigation of complaints, claims and untoward incidents.
- Reporting events to the appropriate authorities when we are required to do so by law.
- Creating statistical information to look after the health and wellbeing of the general public.
- Planning services to meet the needs of the population including sharing information with local health and care providers to review and improve patient routes through health and social care services.

Your rights

Data Protection laws gives individuals rights in respect of the personal information that we hold about you. These are to:

1. Be informed why, where and how we use your information.
2. [Ask for access to your information.](#)
3. Ask for information to be corrected if inaccurate or incomplete.
4. Ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. Ask us to restrict the use of your information.
6. Ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. Object to how your information is used.
8. Challenge any decisions made without human intervention (automated decision making).

First Community has an obligation to uphold individual's rights unless there is a lawful justification not to.

How we use your information

Please select the information that is relevant to you from the list below for full details on how your information is used.

- [Complaints and SARs](#)
- [Direct Care](#)
- [HR, Staffing, Recruitment and Employment](#)
- [Incident Management](#)
- [Patient Communications](#)
- [Payments – Invoice Validation](#)
- [Public Health](#)
- [Quality Alerts](#)
- [Safeguarding](#)

Oversight and responsibility

First Community are supported by a number of key roles within the organisation led by the Senior Information Risk Owner, who is accountable for information risk management within the organisation; The Caldicott Guardian who advises the organisation on specific issues relating to the use of patient confidential data and the Data Protection Officer who provides advice and support to the organisation on Data Protection compliance and monitoring obligation. These roles have oversight of the handling of information within First Community or any third party organisations we may contract with.

The Senior Information Risk Officer or SIRO for First Community is [Adrian Baillieu](#)

The Caldicott Guardian for First Community is [Liz Moulard](#)

The Data Protection Officer for First Community is Jamie Sheldrake.

For more information on these roles, please [click here](#).

Relevant links to associated documents or organisations:

If you would like to find out more information on the wider health and care system approach to using personal information or other useful information, please click on the following links:

- [NEL](#)
- [NHS Constitution](#)
- [NHS Care Record Guarantee](#)
- [NHS Digital's Guide to Confidentiality](#)
- [Information Commissioner's Office](#)
- [Health Research Authority](#)
- [Health Research Authority Confidentiality Advisory Group \(CAG\)](#)
- [National Data Opt Out Guidance](#)