

Privacy Notice – Incident Management

First Community Health and Care CIC (hereafter First Community) takes every measure to ensure that no identifiable personal data is accessed or shared without complying with necessary regulations. On the rare occasion that the organisation or one of our contracted third parties may breach these regulations it is our duty to investigate what may have caused such an incident and the consequences of this.

In these circumstances the First Community may be required to obtain and process information relating to the data subject in order to fully investigate and inform the individual of the outcome of their enquiries. The organisation will always ensure the information obtained is not excessive, in line with the Data Protection Principles of GDPR Article 5(1)(c) “adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed ('data minimisation')”.

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 Sheldrake Email: nelcsu.dpo@nhs.net Tel: 03000 428 438
3) Purpose of the processing	Incident investigations and learning
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)(e) “...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...”</p> <p>And</p> <p>Article 9(2)(g) “processing is necessary for reasons of substantial public interest..”</p> <p>Or</p> <p>Article 9(2)(h) “processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services”</p> <p>The appropriate Article 9 condition will be dependent on the severity of the incident being investigated.</p>
5) Recipient or categories of recipients of the shared data	The data will be shared with contracted third parties involved in the incident. Where possible this data will be anonymised prior to sharing.
6) Right to object	You have the right under Article 21 of the GDPR to object to your

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	<p>personal information being processed. Please contact First Community directly 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>In circumstances where it is necessary to share information for compliance with the Data Protection Act 2018, Schedule 1, Part 2(11)(2) the organisation has an obligation to enact its 'protective function' and this may, in some instances, override the subjects right to object.</p>
7) Right to access and correct	You have the right to access any identifiable data that is being shared and 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.