

Privacy Notice – Patient Communications

First Community Health and Care CIC (hereafter First Community) will contact patients at times (with their consent) in relation to enquiries made directly to the organisation. They may also provide information in relation to services, feedback and new initiatives in the area that they have registered an interest in.

We collect and store information that has been received directly from you when you have consented to this process.

We will not share your information with any other organisations without your explicit consent.

You have the right to object to your identifiable information being used or shared by contacting First Community directly.

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	Consent
4) The Lawfulness Conditions	The lawful justification for the processing and possible sharing of this data is;- <i>Article 6(1)(a) “the data subject has given consent to the processing of his or her personal data for one or more specific purposes”</i>
5) Recipient or categories of recipients of the shared data	The data will not routinely be shared with any other organisation.
6) Right to object	You do not have to consent to First Community being able to contact you. You have the right to change your mind and withdraw your consent at any time. Contact First Community directly for more information.
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.	You have the right to complain to the Information Commissioner’s Office, you can use this link https://ico.org.uk/global/contact-us/ Or by calling their helpline Tel: 0303 123 1113 (local rate) or 01625

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	<p>545 745 (national rate)</p> <p>There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website).</p>
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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.