

Privacy Notice – Quality Alerts

A Quality Alert is a systemic issue, generally affecting a service, or the ability to deliver a high quality service. First Community Health and Care CIC (hereafter First Community) has a statutory duty to report quality alerts to the appropriate Clinical Commissioning Group and support NHS England with the continuous quality improvement of medical services as set out in the Health and Social Care Act 2012.

In order for First Community to effectively manage quality alerts and ensure they remain compliant with their statutory duties, the Quality team may require the relevant individual's NHS number in order to investigate the quality alert or incident.

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	Legal Obligation
4) The Lawfulness Conditions and Special Categories	The lawful justifications for the processing and possible sharing of this data are;- <i>Article 6(1)(c) “the processing is necessary for compliance with any legal obligation to which the controller is subject”</i> And <i>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”</i>
5) Recipient or categories of recipients of the shared data	The data will be shared with, the appropriate Clinical Commissioning Groups and NHS England.
6) Right to object	You have the right under Article 21 of the GDPR to object to your personal information being processed. Please contact First Community 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.
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.

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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 545 745 (national rate) There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website).
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¹ 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.