

Privacy Notice

First Person Complex Care Limited (also known as 'FPCC') is the Data Controller for all personal information we process about you.

We will always respect your privacy and will only use your information for specified and lawful purposes as provided for under the General Data Protection Regulation (GDPR). We will use and handle your information responsibly and will take all appropriate organisational and technical measures to safeguard your information from accidental or unlawful destruction, loss, alteration, unauthorised disclosure or access.

What information we collect about you

In order to provide care services to you, we need to collect and store some of your personal information including:

Name, postal address, date of birth, contact telephone number, contact email address, medical history, NHS number, GP/Hospital/Other medical experts contact details and authorisations to contact these people, Social Care records and outcomes of assessments, bank details, family details and contacts telephone numbers and email addresses etc – most of these details will be obtained from our initial assessment and meeting with you but also from records provided to us by the Commissioner of your service.

We will also record information about the services you require from FPCC, what personal preferences likes and dislikes you may have, what requirements you have and information about performance, timescales and fees during the provision of our services to you.

How your information will be used

Your information will be added to our systems and recorded in your care documentation to enable our staff to meet your service requirements in a safe and effective manner, but to also ensure that we are complying with the requirements of our Regulators and legislation. Your personal information will enable us to effectively communicate and correspond with you and your family over the status, progress and progression of the services we provide to you and enable us to make healthcare decisions in your service delivery.

Who we might share your information with

Your information may be shared with relevant healthcare professionals, Regulators and advisory bodies whom require access for legitimate healthcare purposes, but this will only be undertaken on a need to know basis and in accordance with legislative or clinical need.

How long we will keep your information

We will only retain your personal information for as long as is necessary in connection with services provided to you and to enable us to meet legislative requirements. If, however, you wish for us to delete your information from our systems you can request us to do so at any time.

Lawful basis for processing

We will only process your information where it is necessary to support the healthcare services provided to you, the legitimate interests of our business or those with whom we may have shared your information, except where such interests are overridden by your interests or fundamental rights and freedoms which require the protection of personal data.

International Transfers

FPCC does not routinely transfer personal information outside of the European Economic Area (EEA). However, should the need to do so arise we will contact you in advance to seek your consent for a transfer to take place. We will also ensure that where such transfers are carried out they are done so using secure methods that offer sufficient assurances and guarantees that your data is afforded the necessary safeguards to prevent it from accidental or unlawful loss, disclosure, access, alteration or destruction.

Your rights

You may request access to the personal information which we hold about you under Article 15 of the GDPR. To do so, requests must be made in writing (to the addresses specified below) and we may require you to provide valid forms of identification in order to process your request.

Additionally, if you wish to exercise any of your rights under GDPR, such as where you believe any information we hold about you is incorrect, inaccurate or incomplete, where you wish to restrict or object to processing, or, if you are dissatisfied with the way in which FPCC has used your information in any way, you can report the matter to our Data Protection Champion using the following contact details:

Data Protection Champion
First Person Complex Care
Suite 15 Darwin House,
Lakhpur Court,
Dyson Way,
Staffordshire Technology Park,
Stafford,
Staffordshire
ST18 0FX
Email: a.cotterell@fpcomplexcare.co.uk

You also have the right to refer any concerns you may have regarding FPCC's use of your information to the Information Commissioners Office (ICO) - more information can be found by visiting the ICO's website at: www.ico.org.uk