

## PHOENIX HEALTH SOLUTIONS LTD

### Your Information – How We Use It (2026 Edition)

This leaflet explains how we use and protect your personal information.

#### Why We Collect Your Information

When you register with Phoenix Health Solutions Ltd, we collect information about you so we can:

- Provide safe and effective healthcare
- Maintain accurate medical records
- Arrange referrals and investigations
- Communicate with you about your care
- Meet NHS and legal requirements

#### What Law Allows Us To Use Your Information?

We process your information under:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018

For most healthcare activities, we do not rely on consent. Instead, we use:

- Article 6(1)(e) – Public Task
- Article 9(2)(h) – Health & Social Care

This allows us to provide NHS care lawfully and safely.

#### What Information Do We Hold?

We may hold:

- Name, address and contact details
- NHS number
- Medical history
- Test results
- Prescriptions
- Appointment records
- Correspondence from hospitals or other providers

#### Who Do We Share Your Information With?

We may share relevant information with:

- NHS hospitals and specialists
- Community healthcare providers
- Pharmacies
- Integrated Care Board (ICB)
- NHS England



- Health Informatics IT provider

We only share what is necessary and lawful.

### **How We Protect Your Information**

We use:

- Secure NHS clinical systems (SystemOne)
- Role-based access controls
- Encrypted devices
- Secure NHSmail
- Regular cyber security monitoring
- Backups and disaster recovery systems

Our IT systems are managed by approved Health Informatics providers.

### **How Long Do We Keep Your Information?**

We follow NHS Records Management Code of Practice retention schedules.

### **Your Rights**

Under UK GDPR, you have the right to:

- Access your records (Subject Access Request)
- Request correction of inaccurate data
- Request restriction of processing in certain circumstances
- Object to certain uses of your data
- Lodge a complaint with the Information Commissioner's Office (ICO)

### **Data Breaches**

If there is a serious data breach affecting you, we will:

- Inform you where required
- Notify the ICO within 72 hours where legally required

### **Contact Us**

Data Protection Officer  
Phoenix Health Solutions Ltd  
The White Rose Surgery  
Exchange Street  
South Elmsall  
Pontefract  
WF9 2RD

Telephone: 01977 655607

Email: [Phoenix.patients@nhs.net](mailto:Phoenix.patients@nhs.net)

Website: [phoenixhealthsolutionsnhs.co.uk](http://phoenixhealthsolutionsnhs.co.uk)



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