



PHOENIX HEALTH SOLUTIONS LTD

PRIVACY NOTICE

Your Information – How We Use It

Phoenix Health Solutions Ltd keeps records about you so we can provide safe and effective healthcare.

What We Record

We keep details such as:

- Your name, address and contact details
 - NHS number and date of birth
 - Information about your health and treatment
 - Test results and clinic notes
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Why We Use Your Information

We use your information to:

- Provide your care and treatment
 - Arrange appointments and referrals
 - Work with other NHS services involved in your care
 - Support NHS planning and audits
 - Meet legal and safeguarding responsibilities
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How We Keep It Safe

Your records are stored securely in NHS systems.

Only authorised staff can access your information.

All access is monitored and audited.



PHOENIX HEALTH SOLUTIONS LTD

Sharing Your Information

We may share relevant information with:

- Hospitals
- GPs
- Other NHS professionals involved in your care

We only share what is necessary.

Research

Most research uses anonymised information.

If identifiable information is needed, we will ask for your consent.

How Long We Keep It

We keep records in line with NHS rules.

Most adult records are kept for 8 years after last treatment.

Your Rights

You can:

- Ask to see your records
- Request corrections
- Raise concerns about how your information is used

To request access:

Email: phoenix.health@nhs.net

Telephone: 01977 655607

If you are unhappy, you can contact the Information Commissioner's Office (ICO).