



# 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.

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### 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.

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## 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.

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### Research

Most research uses anonymised information.

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

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### How Long We Keep It

We keep records in line with NHS rules.

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

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### 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](mailto:phoenix.health@nhs.net)

Telephone: 01977 655607

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