



Phoenix
Health
Solutions

CHILD PRIVACY POLICY

How we collect, look after and use data.

This notice explains how Phoenix Health Solutions Ltd will collect, look after, use or otherwise process personal data. 'Personal data' is information relating to you as a living, identifiable individual.

OUR CHILD PRIVACY POLICY

What is a Privacy Notice?

A privacy notice helps Phoenix Health Solutions (PHS) tell you how it uses information it has about you, like your name, address, date of birth and all of the notes the Consultant, Doctor or Nurse makes about you in your healthcare record.

Why do we need a Privacy Notice?

PHS needs a privacy notice to make sure it meets the legal requirements which are written in a new document called the General Data Protection Regulation (or GDPR for short).

What is the GDPR?

What a great question! The GDPR is a document that PHS keep the information about you secure. It was introduced on the 25th May 2018, making sure that your Consultant, Doctor, Nurse and any other staff at PHS follow the rules and keep your information safe.

How do you know about our Privacy Notice?

At the unit, we have posters in our waiting room and leaflets to give to children and adults and we also have lots of information about privacy on our website, telling you how we use the information we have about you.

What information do we collect about you?

Don't worry, we only collect the information we need to help us keep you healthy – such as your name, address, information about your parents or guardians, records of appointments, visits, telephone calls, your health record, treatment and medicines, anything you are allergic to, test results, x-rays and any other information to enable us to care for you.

How do we use your information?

Another great question! Your information is taken to help us provide your care. We might need to share this information with other medical teams, such as Hospitals, if you need to be seen by a special doctor or sent for an x-ray.

PHS may be asked to help with exciting medical research, but don't worry, we will always ask you, or your parents or adults with parental responsibility, if it's okay to share your information.

If you have a long-term medical problem then we know it is important to make sure your information is shared with other healthcare workers to help them help you, making sure you get the right care when you need it.



How do we keep your information private?

Well, PHS knows that it is very important to protect the information we have about you. We make sure we follow the rules that are written in the GDPR and other important rule books.

What if I've got a long-term medical problem?

If you have a long-term medical problem then we know it is important to make sure your information is shared with other healthcare workers to help them help you. This helps in making sure you get the care you need when you need it!

Don't want to share?

All of our patients, no matter what their age, can say that they don't want to share their information. If you're under 16 this is something which your parent or adults with parental responsibility will have to decide. They can get more information from a member of staff at the unit, who can also explain what this means to you.

How do I access my medical records?

Remember we told you about the GDPR? Well, if you want to see what is written about you, you have a right to access the information we hold about you, but you will need to complete a Subject Access Request (SAR). Your parents, or adults with parental responsibility, will do this on your behalf if you're under 16, but if you are between 13 and 16, you may be classed as being competent and you may be able to do this yourself.

A Doctor will need to have a conversation with you to assess and decide whether you are competent to do this yourself.

What do I do if I have a question?

If you have any questions, ask a member of the Surgery team or your parents or adults with parental responsibility can ask on your behalf. You can also:

- contact the unit via email at phoenix.health@nhs.net
- write to the Medical Director at Phoenix Health Solutions Ltd, White Rose Surgery, Exchange Street, South Elmsall, Pontefract, WF9 2RD
- ask to speak to **Karen Whitfield**.

The Data Protection Officer (DPO) for Phoenix Health solutions is **Dr R G S Quartley**.



What to do if you're not happy about how we manage your information?

We really want to make sure you're happy, but we understand that sometimes things can go wrong. If you, your parent or guardian are unhappy with any part of our data processing methods, you can complain. For more information, visit www.ico.org.uk and select 'raising a concern'

We always make sure the information is up to date. Any updates will be published on our website and surgery leaflets.

Phoenix Health Solutions Ltd
The White Rose Surgery
Exchange Street
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