

## Information about finding care

PP-FORM-01-2026-10-14-01-EN

**Pflege Patienten · Document PP-FORM-01-2026-10-14-01-EN · Date: 14 October 2026**

## Purpose and process

Pflege Patienten helps you find a suitable care provider. It does not guarantee available capacity or a successful placement and is not an emergency service. For a private search, PHP Schmiede KG is the controller for processing through its platform. Where an organisation submits the case, that organisation is the controller for its care search; the platform operator processes case data under the agreed processing arrangement. The submitting organisation and its privacy contact must be identified in its supplementary privacy notice.

## Operator and contact

PHP Schmiede KG, Hagenstr. 18, 48429 Rheine, Germany. Represented by its personally liable partner Fabian Lückner. Telephone: +49 5971 9588922. Email: kontakt@php-schmiede.com. Privacy contact: datenschutz@pflege-patienten.com.

## Data and sources

Only information necessary and approved for the specific search is processed: case reference, age group, sex where relevant, search area, dates, care grade, assistance needs, nursing measures, and necessary diagnoses or infection information. Information comes from you, an authorised representative or the submitting organisation. The patient's name, exact home address, date of birth, identity document copies and identifying medical records do not belong in the pseudonymous portal case. The submitter's contact details are processed separately for communication; they are not automatically anonymous.

## Recipients and approval

Information is made available to registered, authorised providers whose services and catchment area match the approved search. There may be several providers. Before deciding, you receive the specific search summary and recipient list (form 04). This version authorises disclosure only

to the providers named in that list. Additional recipients or an expanded scope require new, appropriate approval. Receiving providers are controllers for their own subsequent processing. Hetzner's commissioned hosting and backup services support the technical operation. Notification emails contain no patient or care details.

## **Legal basis and risks**

A private search relies on your explicit consent under Articles 6(1)(a) and 9(2)(a) GDPR. For an organisational search, the submitting organisation explains the applicable legal basis; registration does not replace it. Pseudonymous health information remains personal data: rare diagnoses, small locations or precise dates may together allow recognition. Approval does not include advertising or AI model training. Direct disclosure of identifying information or medical records to a selected provider requires a separate lawful basis.

## **Voluntary decision, withdrawal and rights**

Consent is voluntary. Without it, no search dependent on this consent takes place through this route; other ways of arranging care remain available. You may withdraw consent at any time for the future through the portal, through the submitter or at [datenschutz@pflege-patienten.com](mailto:datenschutz@pflege-patienten.com). Include the case reference if possible. Neither a signature nor a form is required. The search and further disclosures based on that consent will stop; earlier lawful processing remains lawful. Recipients handle data already received in accordance with their applicable legal bases. Necessary limited evidence or records subject to legal retention duties may remain.

Subject to the statutory conditions, you have rights of access, rectification, erasure, restriction, portability and objection, and a right to complain to a supervisory authority. For the private platform processing, you may in particular contact the State Commissioner for Data Protection and Freedom of Information North Rhine-Westphalia: [www.ldi.nrw.de](http://www.ldi.nrw.de).

## **Supplementary complete information**

This is a short information sheet. Before deciding, you must also receive the complete current privacy notice, including retention periods or their criteria, other processing, any transfers outside the EEA and the relevant privacy contacts. For organisational searches, the submitting organisation's notice is also required. This sheet does not record consent and does not require a signature.