
Information about finding care

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 (for example a hospital or practice) creates the case in the portal, that organisation is the controller for its care search; the platform operator processes case data on its behalf. The organisation must identify itself and its privacy contact in its supplementary privacy notice.

Operator and contact

PHP Schmiede KG, Hagenstr. 18, 48429 Rheine, Germany. Represented by its personally liable partner Fabian Lücker. 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 number, 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 organisation that created the case. The patient's name, exact home address, date of birth, identity document copies and identifying medical records do not belong in the portal case, which is kept only under a case number and without a name. The contact details of the person who created the case are processed separately for communication; they are not automatically anonymous.

Recipients and approval

The platform informs the registered providers that are eligible under the rules for participating providers, whose service area (the area they serve) covers the location of the care need and that offer the type of care required. The providers are selected neither by the person or organisation that created the case nor by the platform operator. There may be several providers. The approved information is made available to them in the portal. Before deciding, you receive the search summary showing exactly which information will be disclosed. An expanded data scope, a different purpose or an expanded search area requires 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 to providers contain only key details – case number, type of care, service categories, postcode and town, and the desired start date – and a link to the portal, but no diagnoses, no personal details and no free text. These key details are nonetheless health-related.

Legal basis and risks

A private search relies on your explicit consent under Articles 6(1)(a) and 9(2)(a) GDPR (consent, including consent to the processing of health data). Where an organisation creates the case, it explains the legal basis that applies; registration does not replace it. Health information without a name 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 based on your 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 person or organisation that created the case or at datenschutz@pflege-patienten.com. Include the case number 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 (receiving your data in a common file format) 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.

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. Where an organisation creates the case, its notice is also required. This sheet does not record consent and does not require a signature.