DATA PROCESSING STATEMENT (CLIENT VERSION)

PRN-39: **DATA PROCESSING STATEMENT (CLIENT VERSION)**
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
Version Number: V01 20260815
Date of Review: (August 2026)

Purpose of This Statement

This Data Processing Statement explains how CAREHOPES™ collects, uses, stores, and protects your personal information in accordance with the **UK Data Protection Act (DPA) and the General Data Protection Regulation (GDPR) 2018**.

We are committed to handling your data with dignity, respect, and the highest level of confidentiality.

1. What Personal Data We Process

We may process the following categories of personal data:

- Full name
- Contact details (phone, email, address)
- Emergency contact information
- Health-related wellbeing notes (non-clinical)
- Preferences, interests, and cultural considerations
- Visit summaries and companionship activity notes
- Digital consent records
- Family communication preferences
- Travel and scheduling information
- Payment confirmation (no card details stored)

We **do not** collect or store clinical medical records, financial card details, or regulated care information.

2. Why We Process Your Data

We process your data to:

- Deliver companionship and wellbeing services
- Match you with suitable companions
- Maintain safety and safeguarding
- Provide family reassurance updates
- Coordinate appointments and visits
- Prepare welfare reports (where applicable)
- Communicate changes in wellbeing
- Manage bookings, scheduling, and service delivery
- Comply with legal obligations

3. Lawful Basis for Processing

We process your data under the following lawful bases:

- **Consent** — You provide clear permission for us to process your data
- **Contract** — Processing is necessary to deliver the services you have requested
- **Legitimate Interest** — To ensure safety, wellbeing, and service quality
- **Legal Obligation** — For safeguarding, incident reporting, and compliance

4. How We Store Your Data

Your data is stored securely using:

- Encrypted systems
- Restricted access controls
- Secure digital storage
- Confidential communication channels

We do not store data on personal devices. We do not share your data with third parties unless legally required.

5. How Long We Keep Your Data

We retain your data only for as long as necessary to:

- Deliver your service
- Meet legal obligations

- Maintain safeguarding records

Retention periods follow UK GDPR guidelines.

6. Your Rights Under GDPR

You have the right to:

- Access your data
- Request corrections
- Request deletion (where applicable)
- Withdraw consent
- Request data portability
- Restrict processing
- Object to processing

Requests can be made via **admin@carehopes.com**.

7. Consent

By signing your Client Agreement or Registration Form, you confirm that you:

- Consent to CAREHOPES processing your personal data in accordance with the UK Data Protection Act 2018 and UK GDPR.
- Understand how your personal information will be collected, used, stored, and shared as outlined in this Privacy Notice.
- Acknowledge your rights regarding your personal data, including the right to access, correct, or request deletion of your information where applicable.

Client Declaration and Signature

I confirm that I have read and understood this Privacy Notice and consent to the processing of my personal data as described above.

Client Name: _____

Signature: _____

Date: _____

TC Representative (if applicable): _____

Signature: _____

Date: _____

This signed consent form will be retained as part of your client records.