PRIVACY NOTICE (CLIENT VERSION)

PRN-100: PRIVACY NOTICE (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)

Our Commitment to Your Privacy

CAREHOPES™ is committed to protecting your privacy, dignity, and personal information. This Privacy Notice explains how we handle your data when you engage with our companionship services.

We follow the **UK Data Protection Act (DPA)** and **GDPR 2018** to ensure your information is treated lawfully, fairly, and transparently.

1. Information We Collect

We collect information that helps us deliver safe, personalised companionship:

- Contact details
- Emergency contacts
- Preferences and interests
- Cultural considerations
- Visit summaries
- Wellbeing observations
- Digital consent
- Travel and scheduling information
- Communication preferences
- Non-clinical wellbeing notes

We **do not** collect regulated medical records or financial card details.

2. How We Use Your Information

We use your information to:

- Provide companionship and wellbeing support
- Match you with suitable companions
- Maintain safety and safeguarding
- Communicate with you and your family
- Prepare welfare reports
- Manage bookings and scheduling
- Improve service quality
- Comply with legal requirements

We never use your data for marketing without your explicit consent.

3. How We Protect Your Information

Your data is protected through:

- Encrypted digital systems
- Secure storage
- Restricted staff access
- Confidential communication channels
- Mandatory staff training
- Strict device-use policies

We do not store data on personal devices. We do not sell or share your data with external companies.

4. Sharing Your Information

We may share your information only when:

- Required by safeguarding law
- Required by emergency services
- You provide explicit written consent
- Necessary to deliver your service (e.g., welfare reports to families)

We never share data for commercial purposes.

5. Your Rights

Under GDPR, you have the right to:

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

To exercise your rights, contact: **admin@carehopes.com**

6. Cookies & Website Data

If you use our website:

- Basic cookies may be used for functionality
- No personal data is collected without your consent
- No tracking cookies are used for marketing

7. How Long We Keep Your Data

We retain your data only for:

- The duration of your service
- Legal safeguarding requirements
- Compliance with UK data retention standards

Data is securely deleted when no longer required.

8. Changes to This Notice

We may update this Privacy Notice to reflect:

- Legal changes
- Service improvements
- Updated data protection practices

The latest version will always be available upon request.