

# PRIVACY NOTICE (CLIENT VERSION)

PRN-100: PRIVACY NOTICE (CLIENT VERSION)

Company Name: AI Auto-Tech Ltd

Trading/Business Name: Trusted Companionship

Company Registration Number: 15556946

SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled

Email: [info@trustedcompanionship.com](mailto:info@trustedcompanionship.com)

Version Number: V01 20260815

Date of Review: (August 2026)

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## Our Commitment to Your Privacy

Trusted Companionship™ 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: **info@trustedcompanionship.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.