

Privacy Notice – Abitol Services Limited

At Abitol Services Limited, we are committed to protecting and respecting your privacy. This privacy notice explains how we collect, use, store, and protect personal information about individuals who use our services in the UK, in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Who We Are

Abitol Services Limited is the data controller for the information we collect and process in relation to the services we provide. Our registered office is located at 17 Hartley Road, Welling, England, DA16 1BB and we are registered with the Information Commissioner's Office (ICO).

What Information We Collect

We may collect and process the following types of personal data:

- Name, address, date of birth, and contact information
- Health and medical information, including support needs and care plans
- Emergency contacts and next of kin details
- Risk assessments, safeguarding concerns, and incident reports
- Records of services delivered, including session notes and communications
- Equality and diversity information (e.g. ethnicity, religion, gender identity)

How We Collect Your Information

Information is collected through:

- Direct interactions (e.g., registration forms, assessments, support planning meetings)
- Referrals from local authorities or healthcare professionals
- Ongoing records during service delivery

Why We Collect Your Information

We collect and process personal data in order to:

- Provide safe, personalised, and effective support services
- Meet our contractual obligations with the local authorities.
- Comply with legal and regulatory requirements (e.g., safeguarding, CQC standards)
- Communicate with you and respond to your enquiries
- Monitor and improve the quality of our services

Our Legal Basis for Processing

We process your data under the following lawful bases:

- Consent (where freely given)
- Contractual necessity (to deliver our services)
- Legal obligation (to comply with regulatory and safeguarding duties)
- Vital interests (to protect someone's life)

- Legitimate interests (to manage and develop our services)

Sharing Your Information

We only share personal information when necessary, for example:

- With local authorities, healthcare professionals, and advocacy services as part of your support plan
- With regulatory bodies such as the Care Quality Commission (CQC) when required
- With trusted contractors (e.g., IT providers) who process data securely on our behalf

We ensure all third parties comply with UK GDPR through contractual agreements.

How We Protect Your Information

Your information is stored securely using encrypted digital systems and locked paper files. Access is limited to authorised personnel only. Regular audits, staff training, and cyber security measures are in place to maintain data security.

How Long We Keep Your Information

We retain personal information for as long as necessary to fulfil the purpose for which it was collected. Typically, this is up to seven years after the end of service delivery, unless required longer by law.

Your Rights

You have the right to:

- Access your data
- Request rectification or erasure
- Object to or restrict processing
- Request data portability
- Withdraw consent at any time (where consent is the basis for processing)

Contact Us

For data protection queries or to exercise your rights, please contact our Data Protection Officer, Adetola Dopemu, at admin@abitolservices.com.

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO) at www.ico.org.uk if you are unhappy with how your data is handled.