
GAP Recruitment Consultants Ltd

Privacy Notice

Summary

This Privacy Notice applies to individuals who contact GAP Recruitment Consultants Ltd (trading as GAP Patient Transport), users of our website, and our clients.

- We are committed to always safeguarding your personal information.
- We only collect and use your personal data when permitted by law.
- We use your information to:
 - Comply with legal obligations or lawful instructions.
 - Respond to enquiries and correspondence.
 - Deliver our services; and
 - Pursue or defend legal claims.
- The specific information we collect depends on the context. For example, when responding to an email enquiry, we will only use your name, contact details, and the information you provide.
- Where we rely on your consent to use your data, you may withdraw that consent at any time.
- We only share personal data with third parties in limited, lawful circumstances.
- You have several rights concerning your personal information, which are explained in this document.

About This Privacy Notice

All organisations that process personal data are required by law to explain how they use and protect that data. This Privacy Notice sets out how GAP Recruitment Consultants Ltd handles your personal information, why we process it, and what rights you have.

This document is not a request for consent; rather, it provides transparency about our data processing activities. If we ever require your explicit consent for any purpose, we will make this clear at the relevant time.

This notice explains:

- How to contact us.
- How we protect your personal information.
- How we collect personal information.
- What personal information we collect and why.
- The lawful bases for processing personal information.
- How long we retain personal information.
- Your rights regarding your data.
- How and when we share information with third parties; and

- Whether we transfer personal information outside the UK.
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Our Details

GAP Recruitment Consultants Ltd provides a patient transport service specialising in the care and safe transportation of individuals with mental health conditions, learning disabilities, dementia, and other complex needs. Our clients include NHS Trusts, private hospitals, and individuals. We provide transportation to and from hospitals, care facilities, courts, police custody suites, and community locations, both nationally and internationally.

Company details:

- Registered name: GAP Recruitment Consultants Ltd
- Company number: 12163311
- ICO registration number: ZB160081
- Registered address:

GAP Recruitment Consultants Ltd

6–8 Stuart Street, Suite 4, Second Floor, AW House

Luton, LU1 2SJ

- Telephone: 01582 958850

If you have any queries or concern about this notice or your personal information, please contact us using the details above.

If we make any significant changes to this Privacy Notice, we will update our website and, where appropriate, notify you directly by email, telephone, or post.

You can also contact the Information Commissioner's Office (ICO) to raise any concerns via

their website: www.ico.org.uk .

How We Protect Personal Information

We are fully committed to protecting your privacy and ensuring that your data is handled securely. To that end:

- We comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- We apply strict internal controls to ensure only authorised personnel have access to personal information.

- Any external partners or contractors processing data on our behalf act only under our written instruction and are bound by confidentiality and data protection obligations.
 - All online connections to our systems are encrypted, and stored data is securely held off-site using reputable providers.
 - All devices with access to personal data are encrypted and protected.
 - We have incident response procedures in place for any suspected data breaches and will notify affected individuals and regulators where required.
 - We never sell or rent your personal information.
 - We only collect the minimum data necessary to provide our services effectively.
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Personal Information We Collect and Use

We collect and use personal information only where it is relevant and necessary for one or more of the purposes outlined below. If we ever need to use your information for a purpose other than the one originally intended, we will inform you and explain the legal basis for doing so.

1. People Contacting Us

How we collect data:

When you contact us by email, post, telephone, or fax, we collect relevant information based on the method of contact.

What we collect:

- Email: Your email address and any information contained in your message.
- Telephone: Your phone number and any information you provide, including voicemail content. Incoming calls may be recorded for training and quality assurance.
- Post/Fax: Your name, contact details, and any other information provided in your correspondence.

Why we collect and use this data:

To respond to your enquiry and manage our communications effectively.

Lawful basis:

We process this information under our legitimate interests, as it is reasonable and necessary to respond to communications and enquiries.

2. People Using Our Website

We do not use cookies or tracking technologies to collect non-consensual personal information from website users.

When applying for employment or using our services via our website, we will collect personal information necessary to process your application or enquiry.

3. Clients

How we collect data:

We collect client data through email, post, telephone, or fax when engaging or delivering our services.

What we collect:

- Client name, contact details, and organisation information.
- Information about service users, as required to deliver care safely and effectively.

Why we collect and use this data:

To manage our contractual relationship and deliver our services.

Lawful basis:

Processing is necessary for the performance of a contract between you and GAP Recruitment Consultants Ltd.

4. Legal Claims and Obligations

We may process personal information to:

- Comply with legal obligations; or
- Establish, exercise, or defend legal claims.

This includes information required by law enforcement, courts, or regulatory authorities.

Lawful basis:

Compliance with legal obligations and our legitimate interests in managing or defending legal actions.

Data Retention

We retain personal data only as long as necessary for the purposes it was collected, considering the volume, nature, and sensitivity of the data, potential risks, and legal obligations.

- Data related to service delivery is retained for eight years.
- General correspondence and enquiry data is retained for up to six years.

Sharing Personal Information and International Transfers

We may share personal information with third parties who support our operations, including:

- Healthcare professionals and care providers involved in service delivery.
- Legal, regulatory, and enforcement authorities where required.
- Service providers such as secure data storage, IT, or communication providers.

All third parties are required to:

- Act only under our written instruction.
- Maintain strict confidentiality; and
- Implement appropriate technical and organisational security measures.

Where data is transferred outside the UK, it is done in compliance with UK GDPR safeguards, including the use of approved contractual clauses.

National Data Opt-Out

The National Data Opt-Out allows patients to choose whether their confidential information is used for research and planning beyond their individual care.

GAP Recruitment Consultants Ltd does not currently use or share data for research or planning purposes and is therefore not required to implement the opt-out system. However, we maintain procedures to ensure compliance if this changes in the future.

Your Rights

You have several rights under data protection law, including the right to:

- Be informed about how your data is used.
- Access your personal information.
- Request correction of inaccurate or incomplete data.
- Request erasure where there is no lawful reason for retention.
- Object to processing based on legitimate interests or for direct marketing.
- Request restriction of processing in certain circumstances.
- Request data portability where applicable.

- Withdraw consent at any time; and
- Lodge a complaint with the ICO if you believe your data rights have been breached.

To exercise any of these rights, please contact us at:

 info@gaprecruitmentconsultants.co.uk

We will respond to your request within one calendar month. We may ask for proof of identity to protect your privacy.

Call Recording

Telephone calls may be recorded for quality assurance, training, and service improvement purposes.

All recordings are:

- Processed lawfully and transparently.
- Used only for the stated purposes.
- Stored securely and retained only as long as necessary; and
- Accessible solely to authorised personnel.

By contacting us by telephone, you consent to your call being recorded.

Social Media Engagement

GAP Recruitment Consultants Ltd maintains official profiles on LinkedIn and Instagram for news, recruitment, and public engagement.

Interactions on these platforms (e.g. likes, comments, direct messages) are governed by the privacy policies of the platforms themselves. We recommend reviewing these policies before engaging.

If you contact us directly via social media, any personal data you provide will be processed solely to respond to your enquiry and in accordance with UK data protection law.

Last updated: October 2025