

SERVOL

BACKGROUND

Servol is an established charity providing high-quality accommodation and support for adults living with enduring mental health conditions. With a caring and aspirational ethos, Servol empowers individuals on their journey towards mental wellness, purpose, and independence.

As part of a digital transformation to support continued growth, Servol recognised the need to enhance its data governance and ensure continued compliance when processing sensitive personal data. To support this transition, they engaged The DPO Centre for expert advice on building a robust and legally compliant data protection framework.



KEY CHALLENGES



HANDLING SENSITIVE
PERSONAL DATA



TRANSITIONING TO
DIGITAL SYSTEMS



MAINTAINING
POLICIES AND
PROCEDURES

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Gaynor Brooke, Director of Services at Servol

SOLUTIONS

The designated DPO began with a comprehensive review of Servol's data processing activities, helping the organisation clarify internal roles and identify priority areas. This expert guidance supported Servol through a significant transition from paper-based to digital systems, ensuring compliance was embedded from the outset.

Working closely with the Board, senior leadership, and operational teams, the DPO helped build confidence across the organisation by improving understanding of data protection responsibilities. This included the implementation of a mature governance framework, complete with a full suite of tailored policies and procedures, a Record of Processing Activities (RoPA), appropriate retention schedules, and two privacy notices — one for the website and a picture-based, easy-read version designed for individuals in crisis.

To further strengthen compliance, the DPO reviewed and updated service contracts with third parties, including the NHS, local authorities, and housing associations. This involved introducing Data Sharing Agreements and ensuring that GDPR obligations were fully considered during procurement and contract negotiation.

OUTCOME

Gaynor Brooke, Director of Services at Servol, said: 'Thanks to our dedicated DPO, our charity is more confident in our approach to data protection and are assured that we are legally compliant. Our dedicated DPO is very knowledgeable and always on hand to help when we have a concern. It was fantastic that they took the time to really get to know the charity and provide tailored support based on our needs.'

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