

Foster Care Values Privacy Policy



Introduction

Our Privacy Policy contains important information about what personal data we collect, what we do with that information, who we may share it with and why, and your rights.

If you have any questions about our Privacy Policy or the information we collect or use about you, please contact Tracey Young.

Address: Foster Care Values, Energy House, Tir Llwyd Enterprise Park, Kinmel Bay, LL18 5JA

Email: tracey.young@fostercarevalues.com

Phone: 01745 354992

We may need to make changes to our Privacy Policy; so please check our website for the latest version. If there are important changes such as changes to where your personal data will be processed, we will contact you to let you know.

This version of our Privacy Policy was last updated 21st May 2018.

How we use your personal data

In this section we explain the categories of personal data that we may process, the source of the data, why we may process it, who we may share it with, and what the legal bases of the processing are.

The data we collect

-) Profile data e.g. your name, date of birth, phone number, email address, employment details
-) Enquiry data e.g. information you submit to us regarding our services
-) Service data e.g. medical history, details of criminal offences, legal status, education records, as well as any information contained with correspondence received from you, local authorities, DBS, health professionals, and referees
-) Transaction data e.g. name, address, bank account details
-) Website usage data e.g. IP address, location, browser type, page views

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How we collect the data

We may collect your personal data directly from you, or from other sources, including:

-) Application form, such as application to foster or to work for Foster Care Values
-) Referrals from local authorities in England and Wales
-) Any references you provide for us
-) Phone conversations, and text, emails and letters you send to us
-) Meetings with of our staff
-) Research surveys to help us understand you better and improve our services
-) Website cookies

A cookie is a small file saved onto your device when you visit our website, which helps us improve your experience when you visit next time. For example, it might remember you've filled in a form before and store that information, so you don't have to enter it again. Cookies also tell us which pages of the website you visited.

Sometimes we will ask you to share other people's personal data with us. Please ensure you have asked the person's permission before doing so.

What we use your data for

We take your privacy seriously and we will only ever collect and use personal data where it is necessary, fair and lawful to do so.

-) Profile and enquiry data may be processed to complete your application, assessment and ongoing approval as a foster carer, or appointment as a member of staff. The legal basis for this processing is the performance of a contract between you and Foster Care Values and/or the steps to enter into such a contract.
-) Service data may be processed for the purposes of providing our services, maintaining back-ups of databases, and communicating with you. The legal basis for this processing is our legitimate interests, so we can continue to provide you with the goods and/or services you have requested.

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-) Profile data may be processed for the offering of services and to meet our legal or regulatory obligations e.g. to send you Annual Statements, tell you about changes to policies and terms and conditions and to process your application to foster or work for us. The legal basis for this processing is the performance of a contract between you and Foster Care Values and/or the steps to enter into such a contract.
-) Transaction data may be processed for the purposes of paying foster carers and members of staff. The legal basis for this processing is the performance of a contract between you and Foster Care Values and/or the steps to enter into such a contract.
-) Website data may be processed to analyse the use of our website and service. The legal basis for processing is our legitimate interests, namely monitoring and improving our website and services.
-) Where data is classified as 'special category data', the condition for it being processed is that you have given Foster Care Values your explicit consent [Article 9(2)a of GDPR]. If you aren't legally capable to do so, it is processed on the condition that it is in their vital interests [Article 9(2)c of GDPR]
-) Where data is classified as 'criminal offence data', processing is only carried out under the control of an official authority, as per Article 10 of GDPR.

In addition to the specific purposes for which we may process your personal data set out here, we may also process data to comply with our legal obligations, to protect your vital interests or the vital interests of another person, or because we have your explicit consent to do so.

If you do not wish us to collect and use your personal information in these ways, it may mean that we will be unable to provide you with the services provided by Foster Care Values.

Who we may share your data with

We may share your information with third parties for the reasons outlined in 'What we use your data for.'

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This is likely to include local authorities, independent panel members, referees for fostering or job applications, the regulator Care Inspectorate Wales, our accountancy firm Sage, and Atlantic Data for DBS checks. We may also disclose your personal data to our suppliers or subcontractors insofar as reasonably necessary.

Foster Care Values will never share your personal data with any third party for marketing purposes. We may disclose your personal data where it is necessary for compliance with a legal obligation, or to protect your or another person's vital interests, or where necessary to establish or defend legal claims.

Where your data is processed

Your personal data will only be processed inside the European Economic Area (EEA). The hosting facility for our website is situated in the UK.

How we protect your information

Foster Care Values takes information and system security very seriously and we strive to comply with our obligations at all times. Any personal information which is collected, recorded or used in any way, whether on paper, online or any other media, will have appropriate safeguards applied.

Your data is protected by controls designed to minimise loss or damage through accident, negligence or deliberate actions. Our employees also protect sensitive or confidential information when storing or transmitting information electronically and must undertake annual training on this.

Our security controls are aligned to industry standards and good practice; providing a control environment that effectively manages risks to the confidentiality, integrity and availability of your information.

Foster Care Values is registered as a data controller with the Information Commissioner's Office (ICO). Our registration number is ZA144018.

How long we keep your information

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We will keep your personal information only where it is necessary to provide you with services while you work with Foster Care Values.

We may also keep your information after this period but only where required to meet our legal or regulatory obligations. The length of time we keep your information for these purposes will vary depending on the obligations we need to meet.

Your individual rights

Right to be informed

You have a right to receive clear and easy to understand information on what personal information we have, why and who we share it with - we do this in our Privacy Policy and privacy notices.

Right of access

You have the right of access to your personal information. If you wish to receive a copy of the personal information we hold on you, you may make a data subject access request (DSAR).

Right to request that your personal information be rectified

If your personal information is inaccurate or incomplete, you can request that it is corrected.

Right to request erasure

You can ask for your information to be deleted or removed if there is not a compelling reason for Foster Care Values to continue to have it.

Right to restrict processing

You can ask that we block or suppress the processing of your personal information for certain reasons. This means that we are still permitted to keep your information - but only to ensure we don't use it in the future for those reasons you have restricted.

Right to data portability

You can ask for a copy of your personal information for your own purposes to use across different services. In certain circumstances, you may move, copy or

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transfer the personal information we hold to another company in a safe and secure way. For example, if you were moving your fostering registration to another fostering provider.

Right to object

You can object to Foster Care Values processing your personal information where: it's based on our legitimate interests and we were using it for scientific/historical research and statistics.

How to make a complaint

We will always strive to collect, use and safeguard your personal information in line with data protection laws.

If you do not believe we have handled your information as set out in our Privacy Policy, please contact us at our office on 01745 354994 or email tracey.young@fostercarevalues.com

If you are still unhappy, you can complain to our Supervisory Authority.

Wales Information Commissioner's Office

2nd floor

Churchill House

Churchill way

Cardiff

CF10 2HH

Tel: 029 2067 8400

Fax: 0292 067 8399

Email: wales@ico.org.uk