



FOSTERING SERVICES PRIVACY NOTICE

Anchor Foster Carer Services is a Controller, a Joint-Controller and a Processor of personal and sensitive information for the purposes of the Data Protection Act 2018 (DPA), which enacts the EU General Data Protection Regulation (GDPR).

As a fostering agency we are governed by many different areas of legislation.

Specific Fostering Legislation

- The Fostering Service Regulations (England) 2011
- Children Act 1989
- Care Planning Placement and Case Review (England) 2010
- The Fostering National Minimum Standards 2011
- The Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013
- Assessment and Approval of Foster Carers: Amended Guidance
- Care Standards Act 2000
- Children Act 2004
- Children and Families Act 2014
- The Data Protection Act 2018 (DPA)
- The UK General Data Protection Regulation
- Children and Social Work Act 2017
- Working Together to Safeguard Children 2018

OTHER RELEVANT LEGISLATION

- Equality Act 2010
- VAT Act 1994
- Sex Discrimination Act 1975
- Race Relations Act 1976
- Disability Discrimination Act 1995
- Limitation Act 1980

Where stipulated by the above legislation, we will be required to retain your personal and/or sensitive information for the prescribed amount of time. Please refer to our data retention schedule for further information. We collect, store, control and process Special Categories of Personal Information for the purposes of the provision of Social Care in compliance with the GDPR Article 9 2. (h)



Our compliance with the DPA will ensure that we do not keep your data for an excessive amount of time and that we handle your data with the respect and care that you deserve.

Should you need to contact us for data protection purposes the individual responsible for data protection compliance at Anchor Foster Care Services is the Managing Director – Farayi Chinyemba or the Business Support Manager – Sally Killian. They can be contacted using the contact details at the end of this document.

The DPA has a set of rules and guidelines which we must follow when handling your information. These are referred to as Data Protection Principles. This privacy notice tells you what to expect when we, as a fostering agency, collect and store personal and sensitive personal information according to the different relationships that individuals may have with the agency.

The document tells you about the purposes for which we may process your personal information and the legal basis for the processing ('processing' includes us keeping your personal information). It applies to information we collect about any stakeholders. The type of information and the rules around processing may differ for each party.

To help identify how we navigate through the GDPR we have outlined the various different parties with whom we may require personal and/or sensitive information on.

Visitors to our website

We collect the following information from visitors to our website:

- Details collected through forms, including information gathering forms, filled in when you contact us online
- Surveys and polls about the website
- Numbers of visitors to our pages and trends

Site usage information

We use third party tools on our website to ensure we are providing an effective website.

Our Site uses analytics services provided by Google Analytics. Website analytics refers to a set of tools used to collect and analyse anonymous usage information, enabling us to better understand how Our Site is used. This, in turn, enables us to improve Our Site and the services offered through it.

The analytics service(s) used by Our Site use(s) Cookies to gather the required information. You do not have to allow us to use these Cookies, however whilst our use of them does not pose any risk to your privacy or your safe use of Our Site, it does enable us to continually improve Our Site, making it a better and more useful experience for you.

The analytics service(s) used by Our Site use(s) the following Cookies:

Name of Cookie	First / Third Party	Provider	Purpose
_ga	First	Google Analytics	Used to register a unique ID that



_gid _gat			is used to generate statistical data on how a visitor uses the website.
collect	First	Google Analytics	Used to send data to Google Analytics about the visitor's device and behaviour.

Cookies

We use cookie technology to help log visitors to our web site. Cookies are pieces of data that are often created when you visit a website, and which are stored in the cookie directory of your computer. A number of cookies are created when you visit our website. The cookies do not contain any personal information about you, and they cannot be used to identify an individual user.

For further information visit www.aboutcookies.org or www.allaboutcookies.org.

You can set your browser not to accept cookies and the above websites tell you how to remove cookies from your browser. However, in a few cases some website features may not function as a result. We have taken great care to ensure that your privacy is not at risk by allowing them

The following first-party Cookies may be placed on your computer or device:

Name of Cookie	Purpose	Strictly Necessary
PHPSESSID	A general-purpose identifier used to maintain user session variables, such as logged-in status for a user.	YES
cookieconsent_status	Used to remember your Cookie Consent Status.	YES

and the following third-party Cookies may be placed on your computer or device:

Name of Cookie	Provider	Purpose
SERVERID __RequestVerificationToken_L0FuY2hvckVucXVpcnk1	Chlapps.co.uk	A general-purpose identifier used to maintain user session variables, such as logged-in status for a user.
NID 1P_JAR APISID CONSENT HSID	Google.com / gstatic.com	Used to register a unique ID that identifies a returning user's device. The ID is



NID OGPIC SID SIDCC SSID SAPISID		used for targeting ads.
_cfuid	cloudflare.com	Used to protect the website from spam attacks and security.
DSID IDE	doubleclick.net	Used by Google DoubleClick for tracking and remarketing.
act c_user datr fr locale pl presence sb spin wd xs	facebook.com	Used by Facebook to deliver a series of advertisement products such as real time bidding from third party advertisers. Used by Facebook to register impressions on pages with the Facebook login button.
_hjClosedSurveyInvites	Hotjar cookie.	This cookie is set once a visitor interacts with a Survey invitation modal popup. It is used to ensure that the same invite does not re-appear if it has already been shown.
hjDonePolls	Hotjar cookie.	This cookie is set once a visitor completes a poll using the Feedback Poll widget. It is used to ensure that the same poll does not re-appear if it has already been



_hjMinimizedPolls	Hotjar cookie.	filled in. This cookie is set once a visitor minimizes a Feedback Poll widget. It is used to ensure that the widget stays minimized when the visitor navigates through your site.
_hjDoneTestersWidgets	Hotjar cookie.	This cookie is set once a visitor submits their information in the Recruit User Testers widget. It is used to ensure that the same form does not re-appear if it has already been filled in.
_hjMinimizedTestersWidgets	Hotjar cookie.	This cookie is set once a visitor minimizes a Recruit User Testers widget. It is used to ensure that the widget stays minimized when the visitor navigates through your site.
_hjIncludedInSample	Hotjar cookie.	This session cookie is set to let Hotjar know whether that visitor is included in the sample which is used to generate funnels.
hjShownFeedbackMessage	Hotjar cookie	This cookie is set when a visitor minimizes or completes Incoming Feedback. This



		is done so that the Incoming Feedback will load as minimized immediately if they navigate to another page where it is set to show.
hjSiteLang	Hotjar website	This cookie is set when a page which supports multiple languages on hotjar.com is visited. This allows us to always load the content in the preferred language when available.
X-Access-Key	Hotjar website	Keeps your website session alive.
JSESSIONID	Hotjar website	New Relic cookie which is used to monitor session counts for an application.
NREUM	Hotjar website	New Relic cookie which is only created in browsers that do not support the Navigation Timing API.
NRAGENT	Hotjar website	New Relic cookie, created only when a token is handed out to an end user by the New Relic server. Read more
_ga	Google Analytics cookie	Used to distinguish users.
optimizely*	Cookies set by Optimizely	To run tests on hotjar.com.



__hs*, hubspotutk, hsPagesViewedThisSession, hsfirstvisit	Cookies set by HubSpot	To keep track of visitors on hotjar.com.
mp_*	Cookies set by Mixpanel	To run track usage on hotjar.com.
__distillery	Cookies set by Wistia	For its video player.
intercom-*	Cookies set by intercom	For its real time support chat system.

Links to other websites

This privacy notice does not cover links within our website to other websites. We encourage you to read the privacy statements on the other websites you visit.

Changes to this privacy notice

We keep our privacy notice under regular review. We will update it if we undertake any new or amended processing. This privacy notice was last updated on:

[26.10.23](#)

Your rights under the Data Protection Act

You have a number of rights which give you greater control over your information. To exercise your rights, please refer to the contact details at the end of this document.

The right to access

You have a right to ask us what personal information we hold about you, you can request a copy of your information. This is known as a 'subject access request' (SAR).

SARs should be made in writing, and we ask that your written request is accompanied by proof of your identity.

We have one calendar month in which to provide the information to you in relation to this request (although we will try to provide this to you as promptly as possible).

Following your request, we will provide you with a copy of the information that we hold on you and make the information available for a period of 90 days.

Right to rectify

You can rectify the details of the information that we hold about you. If you need us to correct any mistakes contained in your information, you can let us know by using the contact details in this notice.

Right to erasure

You can request that the information we hold about you is deleted at any time. We are subject to the data retention requirements in accordance with the regulations and legal frameworks described within this



notice. We therefore may be legally required to keep relevant information despite a request for deletion. Information outside of these requirements is kept and processed by us for a limited time as we believe it is in your own and our own legitimate interest to do so.

Please see below core retention policy periods below, for further information regarding our data retention policy please contact us using the contact details at the end of this document.

Fostering Services – retention schedule

Type or record	Retention period
Applicant (application withdrawn/refused) (relevant regulation): The Fostering Services (England) Regulations 2011	3 years from close of application
Foster Carers (approved carers) (relevant regulation): The Fostering Services (England) Regulations 2011	10 years from termination of approval
Foster placement records (and registers) of carers (relevant regulation): The Fostering Services (England) Regulations 2011	10 years from the end of the placement
In-house foster placement records (and registers) of carers (relevant regulation): The Fostering Services (England) Regulations 2011	15 years after the last entry
Fostering Panel Minutes (relevant regulation): The Fostering Services (England) Regulations 2011	25 years from the date of the Panel.
Initial enquiries from Prospective Foster Carers Legitimate Interest: If you would like us to erase your enquiry early and/or stop processing please contact us using the methods below. In cases where families are not yet in a position to foster, we may contact them at a later date to see if their position has changed.	3 years after enquiry closed.



Looked after children – Note: Retention of records relating to young people is collected by this agency but retained by the responsible authority when placements cease.

Type or record	Retention period
Looked After Children (relevant legislation: Arrangements for Placement of Children (General) Regulations 1991) and The Care Planning, Placement and Case Review (England) Regulations 2010	Once a child leaves the agency, the child's record will be returned to the Local Authority. The LA will retain the child's record until the 75th anniversary of the date of birth of the child (or, if the child dies aged 17 or less, for a period of 15 years from the date of death)
Court Orders	Any records that relate to proceedings in which an order is made in relation to a child must be retained until the order expires (typically the child's 16 th birthday).
Child Protection	Retain records of Section 47 (child protection) enquiries, investigations and case conferences until the child's 24 th birthday.
All other files (relevant legislation: Limitation Act 1980 and The Children Act 2004 Information Database (England) Regulations 2007 and The Children Act 2004 Information Database (England) (Amendment) Regulations 2010)	<p>The lesser of either:</p> <ol style="list-style-type: none"> 1. if relating to a child, the 24th birthday of the child; or 2. if relating to more than one child, the 24th birthday of the youngest child; or 3. 6 years after: <ul style="list-style-type: none"> • The 18th birthday of a child who has not consented to information being on file; • The 25th birthday of a child who has consented to information being on file; • The date on which the Council becomes aware that the child has ceased to be in (or looked after by) the Council and that it is unlikely he/she will return to the area of the local authority within 3 years from that date. <p>The 1st anniversary of the death of the child that the records relate to.</p>
Records in relation to Looked After Children — Case Notes etc	Once the placement has ended documentation relating to the child/young person will be returned to the Local Authority responsible for the care of that child.



Front Information Sheet & Placement Record	Once the placement has ended the front information sheet and placement record for each child will be stored securely for future reference (e.g., return of personal items located after child moves on).
Children's Register	In accordance with the Fostering Regulations (England) 2011, Anchor will keep a register of all children placed with the Agency for a period of 15 years from the date of the last entry.

Restriction on processing

You have the right to require us to stop processing your personal information. When processing is restricted, we are entitled to store your information, but not do anything further with it. You can make an application to restrict processing where:

- You challenge the accuracy of the information (we must restrict processing until we have verified its accuracy). During the assessment you will be the source of information and the information should always be accurate.
- You challenge whether we have a legitimate interest in using your information – During the course of an initial enquiry all information gathered will be of a legitimate interest.
- If the processing is a breach of the DPA or otherwise unlawful
- If we no longer need the personal data but you need your information to establish, exercise or defend a legal claim.
- If we have disclosed your personal information to third parties, we must inform them about the restriction on processing, unless it is impossible or involves disproportionate effort to do so.
- We must inform you when we decide to remove the restriction giving the reasons why, however this will prevent us from proceeding with your enquiry.

Objection to processing

You have the right to object to processing unless it is in our legitimate business interests. We must stop using your information unless we can show there is a compelling legitimate reason for the processing, which overrides your interests and rights, or the processing is necessary for us or someone else to bring or defend legal claims.

Withdrawal of consent

If you request to withdraw your consent for us to have your information where consent is used as a legal basis for processing, we will oblige your request unless there is statutory reason to retain the data, however we will be unable to process your information any further.

Right to data portability



We will make every effort to provide any data you request in a machine usable format for transfer to another information service. Due to the type and the complexity of your information it may not be technically possible to provide this in a format that can easily be transferred across platforms. We will provide you with media containing all your information.

Data portability applies only to:

- Personal data an individual has provided to a controller.
- This consists of your main details and information you supplied during your enquiry, application, assessment, and updates. This does not include data we have collected about you from other sources.
- Where the processing is based on the individual's consent or for the performance of a contract.
- Data that is collected based on our legal obligations.
- Data processing that is carried out by automated means.

Why We Collect Information

Data Type	Purpose	Legal Basis
Enquiries	<ul style="list-style-type: none"> • To manage your enquiry. 	Legitimate interest
Referees	<ul style="list-style-type: none"> • Manage the enquiry of the prospective family. • Ensure we can verify the reference you give. • Ensure we make adequate safety checks on families and that we can maintain detailed records on their recruitment. 	We process your information under a Legal Obligation pursuant to the Fostering Services Regulations (England) 2011
Prospective Foster Carer	<ul style="list-style-type: none"> • Manage your application to Foster. • Monitor compliance with the fostering legislation relating to your application. • Deliver support to you regarding the application process. • Monitor Equality and Diversity • Ensure we are meeting the needs of the young people we look after. • Provide information about our performance and services to our Local Authority customers. 	We process your information under a Legal Obligation pursuant to: <ul style="list-style-type: none"> • The Fostering Service Regulations (England) 2011 • Children Act 1989 • Care Planning, Placement and Case



	<ul style="list-style-type: none"> • Provide you with ongoing information about your application and arrange appropriate training in accordance with our procedure. • Ensure that only those prospective families who are able to offer a safe, warm, caring environment while remaining resilient become approved foster carers. • Conduct surveys in order to monitor and improve our services. 	<p>Review (England) Regulations 2010</p> <ul style="list-style-type: none"> • The Fostering National minimum standards 2011 • The Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013
Foster Carers	<ul style="list-style-type: none"> • Manage your approval and assess your continuing fitness to carry out the fostering task with specific regard to the safeguarding of young people. • Monitor compliance with the fostering legislation relating to your fostering work. • Deliver support to you regarding the role. • Monitor Equality and Diversity. • Ensure we are meeting the needs of the young people we look after. • Provide information about our performance and services to our Local Authority customers. • Provide you with ongoing information about the agency and arrange appropriate training in accordance with our policies and the regulations. • Ensure that only those families who are able to offer a safe, warm, caring environment while remaining resilient continue to foster. • Conduct surveys in order to monitor and improve our services. 	<p>We process your information under a Legal Obligation pursuant to:</p> <ul style="list-style-type: none"> • The Fostering Service Regulations (England) 2011 • Children Act 1989 • Care Planning, Placement and Case Review (England) Regulations 2010 • The Fostering National minimum standards 2011 • The Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013
Backup Carer / Child Minder / Sitter	<ul style="list-style-type: none"> • Manage our foster carers work, with specific regard to the safeguarding of young people. • Monitor compliance with the fostering legislation relating to safeguarding young people. 	<p>We process your information under a Legal Obligation pursuant to:</p>



	<ul style="list-style-type: none"> • Ensure we are meeting the needs of the young people we look after. • Provide information about our performance and services to our Local Authority customers. • Ensure that only those families who are able to offer a safe, warm, caring environment will have any formal contact with our young people. 	<ul style="list-style-type: none"> • The Fostering Service Regulations (England) 2011 • Children Act 1989 • The Fostering National minimum standards 2011 • The Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013
Panel members, and Independent Assessing Social Workers	<ul style="list-style-type: none"> • Contact you in relation to your role. • Deliver tailored training and support. • Monitor Equality and Diversity (the information provided is anonymised and used only for statistical monitoring purposes which help us make improvements). • Ensure we have a quorate Panel Membership. • Ensure you are a “safe” person to have access to the type of sensitive information you are required to pass judgement on at panel. • Be compliant with The Fostering regulations 2011 Reg 20: Fitness of workers. 	<p>We process your information under a Legal Obligation pursuant to:</p> <ul style="list-style-type: none"> • The Fostering Service Regulations (England) 2011 • Children Act 1989 • Care Planning Placement and Case Review • The Fostering National minimum standards • The Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013
Sessional staff	<ul style="list-style-type: none"> • Contact you in relation to your role as a Sessional Worker • Deliver tailored training and support • Monitor Equality and Diversity (the information provided is anonymised and used only for statistical monitoring purposes which help us make improvements). • Ensure you are a “safe” person to work with vulnerable young children. 	<p>We process your information under a Legal Obligation pursuant to:</p> <ul style="list-style-type: none"> • The Fostering Service Regulations (England) 2011 • Children Act 1989 • The Fostering National minimum standards 2011



	<ul style="list-style-type: none"> • Be compliant with the following regulations: The Fostering Services (England) Regulations 2011 Reg 20: Fitness of workers. 	<ul style="list-style-type: none"> • The Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013
Young People and Parents of young people in care (or other family members)	<ul style="list-style-type: none"> • Make sure you or your child are looked after in a safe and secure home. • Make sure we are providing the best possible fostering service to you or your child. • Document you or your child's time with us so you have a detailed record for future reference. • Deliver support to you or your child regarding your placement. • Monitor Equality and Diversity. • Ensure we are meeting the needs of all the young people we look after. • Provide information about our performance and services to your Local Authority so they can maintain their own records alongside our own. • Conduct surveys in order to monitor and improve our services. 	<p>We process your information under a Legal Obligation pursuant to:</p> <ul style="list-style-type: none"> • The Fostering Service Regulations (England) 2011 • Children Act 1989 • The Fostering National minimum standards 2011 • The Care Planning, Placement and Case Review and Fostering Services (Miscellaneous Amendments) Regulations 2013
Contractors, Suppliers, Partners or Agents. This could include Doctors, Schools, Dentists and Opticians, LADO, Volunteers, LA Customers: SSW's, Managers, IRO's	<ul style="list-style-type: none"> • Suppliers of services may be processing information on our behalf of the agency. • Suppliers may have access to our processing systems. • Partner agencies may be processing information that the agency controls. 	Legitimate Interest

Sharing information

The information in our website contact forms is managed by a trusted third-party supplier. We do not share your information with any other third parties unless we are legally obliged to do so under the legal framework described within this notice. We do not share your data with any third parties for marketing purposes. The only exception to the above is when Anchor discharges its duties such as undertaking



welfare for carers, children, and staff; under these circumstances Anchor may provide a name and address to so that a welfare card and/or gift can be delivered.

Data Processing Locations

All data is processed within the European Union.

Contact Us

If you want to get in touch, you can do so online or on the phone – skillian@anchorfostercare.co.uk

Tel:01634 283140

Or write to us at our Head Office address and we will pass the request on to our DPO.

FTAO

Sally Killian – Business Support Manager

Anchor Foster Care Services

69a Maidstone Road

Chatham

Kent

ME4 6DP

Our DPO Service:

Guardian Saints CiC

Eagle House

Cranleigh Close

South Croydon

Surry

CR2 9LH

We always strive to meet the highest standards when collecting and using personal information. We take any complaints we receive seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading, inaccurate or inappropriate.

If you remain unhappy with our response to your complaint you have the right to complain to the Information Commissioners Office by writing to:

Information Commissioner's Office,

Wycliffe House,

Water Lane,

Wilmslow,

Cheshire,

SK9 5AF