

## Introduction

Atrium Foster Care processes your data to provide you with our services. This Privacy Notice & Cookies statement explains what information, (i.e. 'personal data'), Atrium Foster Care collects about you, why we collect this information, how and for how long it is stored, and how it is processed.

As Atrium operates as a fostering agency, our collection of personal information is usually for business purposes to satisfy contractual obligations, for example the recruitment of fostering families and the matching of children to those families.

If we require personal data belonging to individuals, we will seek specific consent for its use. For example, if you use a contact form on our website to request information. We may collect your personal data if required to do so by law enforcement for example, to support an investigation or where Fostering Regulations supersede data protection regulations.

## 1. Information collection and purpose

We collect and use your personal information in the following ways:

- **Website cookies** We use this information when you choose to access our website to assess how many people access our website. You can find out how to manage cookies from the link on our website.
- **Website contact form** We use the information you choose to provide on our website contact form so that we can respond your enquiries.
- **Telephone** When you choose to make a telephone enquiry, we will collect your information to enable us to process your request.
- **Email** If you choose to contact us by email we will collect your information so that we can respond to your enquiry.
- **Social media** When you choose to engage with us on social media we may respond to your commentary. By including your information in Facebook, you consent for us to contact you regarding our services. You will be able to opt out of our marketing at any time.

## 2. The personal data that we collect

In order to respond to your enquiries, we may collect your name, address, telephone number and email address.

We also record some anonymous statistical information on each call where the caller agrees, to report on and improve our service. This includes information such as gender, age, income and how the call has helped you. This information never reports about specific people. We use anonymised statistical data about callers to our agency in our reports to the Data Controller and marketing material.

## 3. Protecting your data

Data protection is important to us, and our internal policies and processes have data security and protection at their heart. We maintain internal policies and processes designed to ensure that your data is processed in accordance with Data Protection legislation and your requirements. Only people who need to process your information will have access to it. Policy and processes are reviewed at least annually.

## 4. How long to we keep your personal data?

We keep your information for no longer than is required to maintain our business relationship or for the length of time it takes to respond to your enquiry. Our retention policy states that personal data that is not used for a period of one year shall be deleted from our systems unless there is a legal requirement, such as tax law, or fostering regulations, for example that requires us to keep it beyond that time. We may delete information more frequently if we determine we have no reasonable cause to retain it.

## 5. Who do we share your personal data with?

Atrium Foster Care do not share collected information with third parties unless mandated to do so by superseding law or regulation. Sometimes, the collection of data is managed by a third party, such as our website hosting company, but once collected, the data is used for internal processes only.

We may be bound to share your data with law enforcement or other government agencies.

## 6. What are your rights over personal data?

You have the right to:

- Request the correction of personal data we hold about you that is incomplete or out of date
- Request access to the personal data we hold about you
- Withdraw a previous consent for us to hold your personal data
- Request cessation of the use of your personal data for direct marketing
- That we cease processing consent-based activity after withdrawing that consent

To exercise any of your data protection rights, please contact the agency's Responsible Individual (detailed below).

We will contact you within 24 hours of receipt of your request to arrange verification of the request to protect the confidentiality of your information.

## 7. If you are dissatisfied with our response

If you are unhappy with how Atrium Foster Care manage your personal data or how we respond to requests relating to your rights, you have the right to complain to the Information Commissioner's Office:

- Tel: 0303 123 1113
- Web: [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

## 8. Further information:

If you require further information, or would like to raise any concerns, please contact: Emma Bello, Responsible Individual and Data Controller:

Write to: Emma Bello, Atrium Foster Care Ltd, Gill House, 140 Holyhead Rd, Birmingham B21 0AF

Email: [emma@atriumfostercare.co.uk](mailto:emma@atriumfostercare.co.uk)

Tel: 07446 250 604