

Introduction

At Atrium Foster Care, children and young people are at the heart of everything we do, including how we treat your personal data. This Privacy Notice explains what information we collect, why we collect it, how it is used and protected, and your rights regarding that information. We are committed to handling your data with integrity, transparency, and care.

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 personal information in a number of ways to help us respond to your enquiries and improve our services. This may include:

- **Website cookies** – Used to understand how many people visit our website. You can manage cookies through your browser or by following the cookie settings link on our site.
- **Contact form** – Information you submit here helps us respond to your query.
- **Telephone** – If you call us, we may collect information to follow up on your request.
- **Email** – We store details to ensure we respond appropriately to your message.
- **Social media** – Engaging with us on platforms like Facebook may involve us responding directly. Your consent is implied when you share your data in this way, and you can opt out of 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.

With your consent, we may gather anonymised data during calls, such as age group, gender, or how helpful you found the service. This helps us reflect, improve, and ensure we meet the needs of those we support. We never use this data to identify individuals.

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 do we keep your personal data?

We keep your personal data only for as long as it is needed for the purpose it was collected, usually no longer than 12 months from your last contact, unless legal or regulatory obligations

require us to retain it longer. We regularly review and securely delete data that is no longer necessary.

5. Who do we share your personal data with?

We do not share your information with third parties unless required by law or regulation (e.g. fostering standards or safeguarding legislation). Occasionally, third parties such as our website host may collect data on our behalf, but they are bound by strict agreements to handle it securely and solely for our internal use.

6. What are your rights over personal data?

You have the right to:

- Request access to the personal data we hold about you
- Ask us to correct inaccurate or incomplete data
- Withdraw consent at any time (where consent is the lawful basis)
- Object to your data being used for direct marketing
- Request that we stop processing your data (where appropriate)

To exercise your rights, please contact our Responsible Individual. We aim to respond within 24 hours to verify your request and protect your privacy.

If you are dissatisfied with our response, you have the right to complain to the

Information Commissioner's Office:

- Tel: 0303 123 1113
- Web: www.ico.org.uk/concerns

7. 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
Stowe House, St Chad's Road, Netherstowe, Lichfield, Staffordshire WS13 6TJ

Email: emma@atriumfostercare.co.uk

Tel: 07446 250 604

If you have questions or would like to discuss how your data is handled, we welcome your contact. At Atrium, your trust means everything.