



FamilyCare

Healing pasts • Building futures

Website Privacy Policy

www.family-care.co.uk

Website Privacy Policy

Implemented/Reviewed: September 2026

Date of Next Review: September 2027



Background

Family Care Group Ltd understands that your privacy is important to you and that you care about how your information is used and shared online. We respect and value the privacy of everyone who visits our website and will only collect and use personal data in ways that are lawful, fair and transparent and in accordance with your rights and our obligations under the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

This Policy applies to our use of any and all data collected by us in relation to your use of our website.

Please read this Privacy Policy carefully and ensure that you understand it. Where required by law, your consent will be requested (e.g. for cookies and direct marketing). If you do not accept and agree with this Privacy Policy, you must stop using our website immediately.

Definitions and Interpretation

In this Policy, the following terms shall have the following meanings:

- **"Account"** means an account required to access and/or use certain areas and features of our website;
- **"Cookie"** means a small text file placed on your computer or device by our website when you visit certain parts of our website and/or when you use certain features;
- **"Our Site"** means <https://family-care.co.uk/> and its associated subdomains, including the Family Care user and applicant portal (<https://portal.family-care.co.uk/>). **"UK GDPR"** means the UK General Data Protection Regulation as incorporated into UK law;
- **"PECR"** means the Privacy and Electronic Communications (EC Directive) Regulations 2003 (as amended);
- **"We/Us/Our"** means Family Care Group Ltd, company number 09266514, whose registered address is 1st Floor Offices, The Unit, Berry Way, Chorley PR7 6RA

Information About Us

Our Site is operated by Family Care Group Ltd.

Registered address:

1st Floor Offices, The Unit, Berry Way, Chorley, PR7 6RA

Data Protection Officer: Rachel Brown

Email: rachel.brown@family-care.co.uk

Scope – What Does This Policy Cover?

This Privacy Policy applies only to your use of our website. It does not extend to any websites that are linked to from our website. We have no control over how your data is collected, stored,

or used by other websites and we advise you to check their privacy policies before providing any data.

What Data Do We Collect?

Depending upon your use of our website, we may collect:

- Name
- Company name
- Job title
- Contact information (email address, telephone number)
- Postcode
- IP address (automatically collected)
- Browser type and version (automatically collected)
- Operating system (automatically collected)
- Website usage data including referring URLs and activity
- **Special Category Data:** If you are making a fostering enquiry, applying to become a foster carer, or applying for a job role, we may also collect sensitive personal data. This includes health and medical history, ethnicity, and criminal records data (DBS checks) as required by statutory regulations.

Further details on cookies can be found in Section 12.

How Do We Use Your Data?

We use your personal data to provide services and improve user experience. This includes:

- Managing accounts
- Providing access to our website
- Responding to enquiries
- Sending communications you have opted into
- Improving website performance and usability

Lawful Bases for Processing

We process your personal data under the following lawful bases:

- **Consent** – for marketing communications and non-essential cookies
- **Contract** – where processing is necessary for services requested
- **Legal obligation** – where required by law
- **Legitimate interests** – for website analytics and improvements (balanced against your rights)
- **For Special Category Data:** Where we process sensitive data (such as health or background data for fostering assessments), our legal basis under Article 9 of the UK



GDPR is that processing is necessary for reasons of substantial public interest, specifically statutory and government purposes under the Fostering Services (England) Regulations 2011 and related care legislation.

We will not send you unsolicited marketing. You may withdraw consent at any time.

Marketing Communications

With your consent, we may contact you via:

- Email
- Telephone Call/Message
- Post

You can opt-out at any time using unsubscribe links or by contacting us directly.

How and Where Do We Store Your Data?

We retain your personal data only for as long as necessary, including:

- Website enquiries: up to 12 months
- No contact enquiries: 6 months
- Applications: subject to The Fostering Services (England) Regulations 2011

Data is stored securely using:

- Secure cloud-based systems
- Role-based access controls
- Encryption and security software

International Transfers

Where data is transferred outside the UK, we ensure appropriate safeguards are in place, including:

- UK International Data Transfer Agreement (IDTA); or
- UK Addendum to Standard Contractual Clauses

Data Security

We implement appropriate technical and organisational measures including:

- Secure storage systems
- Access controls
- Staff training
- Data minimisation
- Incident response procedures

Use of Information for Applications



Data relating to fostering applications is retained in accordance with:

- The Fostering Services (England) Regulations 2011

All personal information is stored within our internal database system (Charms). Emails containing personal data are logged and securely deleted where appropriate.

Do We Share Your Data?

We may share your data with:

- IT service providers
- Analytics providers (e.g. Google Analytics)
- Marketing providers

All third parties are required to handle your data securely and lawfully. We may disclose data where required by law or legal proceedings.

Business Transfers

If our business is sold or transferred, personal data may be transferred to the new owner under this Privacy Policy.

How Can You Control Your Data?

You can:

- Opt-out of marketing
- Restrict cookie use
- Withdraw consent at any time

You may also register with:

- Telephone Preference Service (TPS)
- Corporate TPS (CTPS)
- Mailing Preference Service (MPS)

Your Rights

Under the UK GDPR, you have the right to:

- Access your data
- Rectify inaccurate data
- Request erasure ("right to be forgotten")
- Restrict processing
- Data portability
- Object to processing
- Withdraw consent



You also have the right to lodge a complaint with the **Information Commissioner's Office (ICO)**:

<https://ico.org.uk>

Automated Decision Making and Profiling

Where automated decision-making is used, you have the right to:

- Request human intervention
- Express your point of view
- Challenge decisions



Cookies

Our Site uses cookies in accordance with PECR.

We use:

- **Strictly necessary cookies** (no consent required)
- **Analytics cookies** (consent required)

You will be asked to provide consent via our cookie banner before non-essential cookies are placed.

For full details, please refer to our Cookie Policy.

Contacting Us

If you have any questions, please contact:

Email: rachel.brown@family-care.co.uk

Telephone: 01772 647500

Address: 1st Floor Offices, The Unit, Berry Way, Chorley, PR7 6RA

Changes to This Privacy Policy

We may update this Privacy Policy from time to time. Changes will be posted on our website and will take effect immediately.

Addendum: Special Category Data & Statutory Retention

1. Processing of Special Category (Sensitive) Data

When you engage with us regarding fostering—whether making an initial enquiry, completing a Registration of Interest (ROI), or proceeding to a Form F Assessment—we are legally required to collect and process "Special Category Data." This is highly sensitive personal information that requires enhanced protection under the UK GDPR.

What Sensitive Data We Collect:

- **Health and Medical History:** Physical and mental health records, medical reports, and lifestyle factors (e.g., smoking, alcohol consumption).
- **Criminal Convictions and Offences:** Enhanced Disclosure and Barring Service (DBS) checks, local authority checks, and background vetting for you and adult members of your household.
- **Demographic & Identity Data:** Racial or ethnic origin, religious beliefs, and information concerning your sex life or sexual orientation.

Our Lawful Bases for Processing Sensitive Data:

To lawfully process this data, we rely on specific conditions under **Article 6** and **Article 9** of the UK GDPR, alongside Schedule 1 of the Data Protection Act 2018:

Commented [WB1]: I don't know if we need to include this but I think we might. The Portal is collecting much more data than a standard website would be...

- **Statutory & Government Purposes (Article 9(2)(g)):**
Processing is necessary for reasons of substantial public interest.
- **Social Protection Law (Article 9(2)(b)):** Processing is necessary for exercising specific rights and obligations in the field of social security and social protection law, explicitly driven by our duties under **The Fostering Services (England) Regulations 2011**.



2. Statutory Data Retention Periods

We do not hold your information longer than is necessary. However, because fostering involves the safety and safeguarding of vulnerable children, our retention periods are strictly bound by UK care legislation rather than standard corporate data timelines.

Your data will be stored securely within our secure sector-specific database systems (**Charms**) and portal, and will be retained in accordance with the following statutory schedule:

Applicant / Record Type	Statutory Retention Period	Regulatory / Legal Authority
Approved Foster Carers	Minimum of 15 years from the date on which their approval is terminated/unregistered.	<i>Regulation 22(1) of The Fostering Services (England) Regulations 2011.</i>
Unsuccessful / Withdrawn Applicants (Where an assessment started but was not completed or approved)	Minimum of 3 years from the date the application was formally withdrawn or turned down.	<i>Regulation 22(2) of The Fostering Services (England) Regulations 2011.</i>
Initial Fostering Enquiries (No formal assessment or application initiated)	Max 12 months from the date of last contact (retained securely for operational tracking and reporting before automated purging).	UK GDPR Data Minimisation Principle (<i>Article 5(1)(c)</i>).