

## OUTCOMES FIRST GROUP – PRIVACY NOTICE

### PERSONAL DATA BELONGING TO FOSTER CARERS, INCL. APPLICANTS AND ASSOCIATED THIRD PARTIES

*This document is an addendum to the Outcomes First Group Privacy Notice, providing further details on the processing of data within fostering services.*

Please note that for data protection purposes, ‘Processing’ means collection, recording, organising, structuring or storing, adapting or altering, retrieving, consulting or use, disclosing by transmission, disseminating or otherwise making available, aligning or combining, or restricting, erasing or destroying personal data.

#### The personal data we process

Personal data that we may collect, use, store and share (when appropriate) about you and persons in a fostering household may include, where appropriate to that person, but is not restricted to:

- Identity Data, such as your name, title, marital status, date of birth, gender, a copy of your passport and driving licence
- Lifestyle Data, such as your current living arrangements (including Landlord details if applicable), number of dependents, details of languages spoken, employment details, significant relationships, and details of any previous fostering arrangements
- Contact Data, such as your address, email address and telephone number
- Financial Data, such as bank account and payment card details, National Insurance number, confirmation of personal insurance, Mortgage/Rent and details of any benefits
- Medical Data, including a medical assessment report incorporating your previous medical history and details of any social care support you may be receiving
- Transaction Data, including details about payments to and from you
- Technical and IT Usage Data, including IP addresses, your log-in data, browser type and version, time-zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our online systems, for example Charms
- Marketing Data, such as your preferences in receiving marketing from us and our third parties, and your communication preferences
- Referral Data, placement information shared at the matching stage from local authorities relating to children or young people
- Care Data, covering the key care documents and information relating to children and young people including care plan, placement plan, risk assessments, personal education plan, pathway plan and other related reports
- Education Data, such as children’s school/other educational information and grades relating to their school performance
- Training data
- Employment History
- Travel data
- Information to enable us to comply with our statutory obligations
- References
- Information relating to legal proceedings, including insurance claims
- DBS Referrals
- Information relating to membership of the Fostering Network or similar organisations which provide member benefits.

We may also collect, store and use information about you that falls into 'special categories' of more sensitive personal data. This includes information about your race, ethnicity, sexual orientation, religious or philosophical beliefs, details about your health and information about criminal Record Data, including details of any spent convictions, cautions or warnings

### **Applicant Foster Carers**

We obtain and hold applicant data which we are required to obtain by law as part of the foster carer recruitment process and the provision of fostering services. Personal data belonging to unsuccessful applicants will be held in accordance with prevailing legal retention periods as set out in our document retention schedule.

### **Associated Individuals**

As required by Law, we will also gather and hold personal data of those connected with you, such as family members and anyone living with you, referees, ex-partners, employers and landlords. Their legal data protection rights are also covered under this Privacy Notice.

### **Why We Process This Data**

The purpose of processing personal data is to help us to operate our fostering services, which includes to:

- Enable you to be paid
- Facilitate safe recruitment and assessment, as part of our safeguarding obligations towards the people we support
- Support effective performance management
- Inform our foster carer recruitment and retention policies
- Allow better financial modelling and planning
- Enable equalities monitoring
- Improve the management of carer data across the sector
- Support the work of the regulatory bodies and professional associations.
- Safeguarding generally
- To manage our insurance claims
- To allow us to comply with the law by discharging our statutory obligations
- To support law enforcement when required to do so
- To conduct or defend legal proceedings
- To enable us or others to obtain legal advice

For certain roles, we have a legal requirement to undertake Disclosure and Barring Service checks (DBS, England and Wales) or a Disclosure Scotland check. Where we do so, we only do so in accordance with our legal requirements, as updated from time to time. We comply fully with the DBS Code of Practice regarding the correct handling, use, storage, retention and disposal of certificates and certificate information.

### **Our lawful basis for processing this data**

We only collect and use personal information about you when the Law permits it.

Most commonly, we use it:

- To fulfil a contract we have entered into with you or to take steps at your request before entering into a contract

- To comply with legal or regulatory obligations
- Where we, or a third party has a legitimate interest in processing your information
- To carry out a task in the public interest

A legitimate interest is when we have a business or commercial reason to use your information, so long as this is not overridden by your own rights and interests. We will carry out an assessment when relying on legitimate interests, to balance our interests against your own.

Less commonly, we may also use personal information about you where:

- You have given us consent to use it in a certain way
- We need to protect your vital interests (or someone else's interests)

Where you have provided us with consent to use your data, you may withdraw this consent at any time. We will make this clear when requesting your consent and we will explain how you can withdraw consent easily if you wish to do so.

Some of the reasons listed above for collecting and using personal information about you overlap and there may be several grounds that justify the company's use of your data.

### Collecting This Information

We may obtain personal information by directly interacting with you, such as when you:

- complete an application form to become a foster carer either in paper form or via our website,
- request further information about becoming a foster carer,
- attend one of our fostering information or training events,
- complete one of our feedback forms,
- participate in our assessment process to become a foster carer;
- subscribe to our services or publications, or otherwise requesting marketing material to be sent to you, or
- correspond with us by phone, email, letters or otherwise.

We may obtain personal information via automated technology when you interact with our website by using cookies, server logs and other similar technologies.

We may also collect personal information about you from third parties or publicly available sources as part of the assessment process and on occasions during placement, such as:

- local authorities and other foster care agencies you have been connected with,
- Regulators including OFSTED regarding current or previous registrations as a foster carer or child minder
- Child (children's) health visitor, nursery, school, college as appropriate to age
- NSPCC
- CAF/CASS (Children & Family Court Advisory Service)
- Financial/legal institutions in relation to CCJs, high court judgments, the Insolvency Register, court orders or fines
- Form F assessors and panel members responsible for evaluating your application,
- GP or medical practice,
- Disclosure and Barring Service (DBS),
- your employer or other referees,
- Landlord / letting agent / housing association (where applicable) for the purpose of obtaining references

- Ex-partners from previous significant relationships, although this will only be undertaken after discussion to explain the rationale
- analytics and search information providers (such as Google), social media platforms
- advertising networks,
- providers of technical, payment and delivery services,
- Companies House, LinkedIn and the electoral register.

While the majority of information we collect from you is mandatory, there is some information that you can choose whether or not to provide to us. Whenever we seek to collect information from you, we make it clear whether you must provide this information (and if so, what the possible consequences are of not complying), or whether you have a choice.

### How We Store This Data

Personal data is stored in line with our Data Retention & Disposal Policy and Schedule, which is available to all individuals connected with our services upon request.

We create and maintain a foster carer file on Charms (or similar if we decide to change), which is an online secured portal used by all fostering agencies in Outcomes First Group. Some working data may also be stored on company data servers. The information contained on these systems is secure and is only used for purposes directly relevant to the foster care placement and your role as a carer.

Once your foster carer arrangement with us has ended (or after being an unsuccessful applicant), we will retain these records or delete information in accordance with our Data Retention & Disposal Policy and Schedule, which set out how long we must keep information as a minimum and refers to the guidance outlined by the relevant regulatory bodies and professional associations.

### Data Sharing

We do not share information about you with any third party without your consent or liaison with your agency (if applicable), unless the Law otherwise permits or requires us to do so. Where it is legally required, or necessary and it complies with data protection law, we may share personal information about foster carers and associated persons with, but not limited to:

- *Local authorities – to meet our legal obligations to share certain information with it, such as safeguarding concerns*
- *Regulators*
- *Form F assessors and Panel Members*
- *Assessors and Examining Bodies as part of training requirements*
- *Suppliers and service providers – to enable them to provide the service we have contracted them for, such as payment processors and online system providers*
- *Financial organisations*
- *Central and local government, including Disclosure & Barring Service (DBS)*
- *Our auditors*
- *Survey and research organisations*
- *Trade unions and associations*
- *Security organisations*
- *Health and social welfare organisations*
- *Professional advisors and consultants*
- *Our own and third party solicitors and legal advisors*

- *Our insurance companies*
- *Charities and voluntary organisations*
- *Police forces, courts, tribunals*

### **Third Party File Reading**

On occasion, other agencies and Local Authorities may request access to read your foster carer file as part of a foster carer transfer process. We will undertake this in accordance with the law relating to such file reading.

### **Foster Carer References**

The company does not disclose any reference received under which it is under a duty of confidence towards the author unless it has the author's consent, there is a legal obligation or court order requiring us to do so (and then only to the extent of such legal obligation or order) or if it is in the public interest to do so. If you require a copy of a reference that we have received, you should make a request directly to the referee in the first instance or, failing this, provide the company with the referee's written consent to disclose the reference to you, seek a Court Order or otherwise cite the express legal authority upon which we are obliged to breach our duty of confidence by disclosing the reference.