



Tree House Care
doing the right thing for our children



PRIVACY NOTICE

Tree House Care Fostering Solutions Ltd is the data controller responsible for the personal information covered by this Privacy Notice.

Our registered/contact address is:

The Old Vicarage
17 Heneage Road
Grimsby
North East Lincolnshire
DN32 9DZ

If you have any questions about this Privacy Notice or how we process personal information, please contact our Data Protection Officer, Hugh Mellett, using the contact details in Section 10.

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1. Website and Cookies

When you visit the Tree House Care website, we may collect information about how you use and interact with our website through cookies and similar technologies.

Cookies

Cookies are small text files that are placed on your device when you visit a website. They help websites to function correctly, remember preferences, understand how visitors use the website and, where you have provided consent, support analytics and advertising activities.

We use CookieYes to manage cookie consent and preferences. Cookies and similar technologies used on our website are categorised as follows:

Necessary cookies

These cookies are required for the basic operation and security of the website and for managing your cookie consent preferences. These cookies are always active because the website cannot function properly without them.

Functional cookies

These cookies support additional website functionality. They are only used where you have provided the relevant consent.

Analytics cookies

We use Google Analytics 4 (GA4) to understand how visitors use our website. This may include information such as the number of visitors, the pages they visit, how they navigate the website, how they arrived at the website and how they interact with its content. We use this information to understand website performance and improve our website and services. Analytics cookies are only used where you have provided consent.

Performance cookies

These technologies help us understand website performance and how visitors interact with the website, so that we can identify areas for improvement and provide a better user experience. They are only used where you have provided consent.

Advertising cookies and similar technologies

We use Google Ads and Meta (Facebook and Instagram) advertising. We use the Meta Pixel on our website and may use advertising technologies to measure the effectiveness of our advertising campaigns and to understand whether interactions with our advertisements result in visits, enquiries or other actions on our website.

Advertising cookies and similar technologies are only used where you have provided the relevant consent.

A detailed list of the cookies and similar technologies currently used on our website, including their purposes and durations where available, is provided through our cookie consent tool.

Managing your cookie preferences

When you first visit our website, CookieYes allows you to accept or reject non-essential cookies or customise your preferences by category.

You can change your cookie preferences at any time through the cookie consent controls available on our website. Please note that disabling certain cookies or technologies may affect some website functionality.

CookieYes also provides information about the cookies used on our website and their purposes.

Enquiry forms

Our website contains online enquiry forms that allow you to contact us about fostering and related services.

When you submit a fostering enquiry, the information you provide is automatically transferred to our customer relationship management (CRM) system, CHARMS. We use this information to manage and respond to your enquiry and, where appropriate, to support the fostering recruitment process.

The information collected through our enquiry forms may include your name, contact details, postcode, fostering-related information, preferred callback time and information about how you heard about Tree House Care. The specific information collected may vary depending on the form you complete.

Further information about how we use and protect personal information submitted through our website is set out in the relevant sections of this Privacy Notice.

Carer login area

Our website provides a secure login area for registered Tree House Care foster carers. This area allows registered foster carers to access documents and information relevant to their role.

Access to the carer area requires login credentials. Information associated with access to this area may be processed for security, authentication and access-control purposes.

Third-party websites and links

Our website may contain links to websites or services operated by third parties. These third parties have their own privacy and cookie policies, and we are not responsible for how they collect or use personal information once you leave our website.

We encourage you to read the privacy information provided by any third-party website or service that you visit.

Newsletter sign-up

Our website allows visitors to sign up to receive information about fostering with Tree House Care. Information provided through the newsletter sign-up form is transferred to our HubSpot marketing system and used to send fostering recruitment and marketing communications.

HubSpot does not track visitors to our website on our behalf. It only receives information when an individual actively signs up to our newsletter.

Further information about newsletter sign-up and email communications is provided in the relevant section of this Privacy Notice.

2. Enquiries and Applications

We receive enquiries and applications through our website relating to both fostering and employment with Tree House Care.

Fostering enquiries

If you contact Tree House Care to enquire about fostering, we will collect and use the information you provide to respond to your enquiry and provide you with information about fostering.

Our website includes an online fostering enquiry form. The information you provide through this form is automatically recorded in our customer relationship management (CRM) system, CHARMS.

The information collected through the enquiry form may include:

- your name;
- telephone number;
- email address;
- postcode;
- your preferred time for us to contact you;
- whether you are already fostering;
- how you heard about Tree House Care; and
- any information you choose to provide in your message or other parts of the form.

The information collected may vary depending on the form you use.

We may also record relevant information arising from subsequent interactions with you, including telephone calls, emails, meetings or other communications. This information may be recorded against your record in CHARMS so that we can maintain an accurate record of your enquiry and our communications with you.

Information relating to fostering enquiries is held in CHARMS and can be accessed by authorised members of our Fostering and Administration teams where necessary for their roles.

If you make a fostering enquiry but do not go on to submit a formal fostering application, information relating to your enquiry and our interactions with you may remain on CHARMS. We retain this information in accordance with our data retention requirements and the purposes for which it was collected.

If you decide to proceed with fostering and submit a formal fostering application, the information you provide as part of your application becomes part of the fostering assessment process. At this stage, we may collect and process additional personal information required to assess your suitability to foster.

Further information about the information collected during the fostering assessment, how it is used, who it may be shared with and how long it is retained is provided in the relevant sections of this Privacy Notice.

Employment enquiries

We also receive enquiries from people interested in working for Tree House Care. These may relate to positions within our:

- Fostering team;
- Administration team;
- Management team;
- Residential team; and
- Domiciliary team.

Information provided when making an employment enquiry will be used to respond to the enquiry and, where appropriate, to discuss potential employment opportunities with you.

Employment enquiries are stored in our HR database and are not recorded in CHARMS. Access to employment enquiry information is restricted to authorised members of our HR and Management teams who need the information for recruitment or management purposes.

Relevant information arising from subsequent communications may also be recorded in our HR database where necessary to manage your enquiry.

Online employment applications

For certain roles, we invite candidates to complete an online application form through our website.

Information provided through an online employment application is used to assess your suitability for the role for which you have applied and to manage the recruitment process.

The information we collect will depend on the role and application process. It may include personal and professional information such as your contact details, employment history, qualifications, experience and other information relevant to assessing your suitability for the position.

Where additional information is required as part of our recruitment process, we will explain what information is required and why it is being collected.

Information relating to employment applications is stored within our HR systems and is accessible only to authorised members of our HR and Management teams who need the information for recruitment or management purposes.

3. Newsletter Sign-Up and Email Communications

Visitors to our website can choose to sign up to receive more information about fostering with Tree House Care.

The sign-up form includes an unchecked consent box. The wording presented at the point of sign-up is:

"Sign up to our newsletter to receive more information about fostering with Tree House Care."

If you choose to provide your consent, the contact details you provide will be added to our HubSpot marketing system and used to send you information about fostering with Tree House Care.

Following sign-up, you will receive an automated series of 20 emails as part of our fostering nurture campaign. These emails are designed to provide information about fostering, Tree House Care and the process of becoming a foster carer.

The 20-email campaign is finite. Once you have completed the automated campaign, you will not continue to receive emails from that campaign. However, we may also use our newsletter distribution list to send occasional one-off emails relating to fostering recruitment and marketing. These may include information about fostering, fostering events, opportunities to find out more about becoming a foster carer, or other fostering-related communications that may be relevant to you.

We use HubSpot to manage and deliver these email communications. The information provided when you sign up is transferred to and stored in HubSpot for this purpose. We do not use HubSpot to track visitors to our website before they sign up to our newsletter.

Every marketing email we send includes an unsubscribe facility. You can withdraw your consent and stop receiving fostering marketing communications at any time by using the unsubscribe link in an email or by contacting Tree House Care.

If you unsubscribe, we will update your marketing preferences so that you no longer receive these marketing communications, subject to any communications that we are otherwise permitted or required to send for other purposes.

Withdrawing your consent does not affect the lawfulness of any processing carried out before you withdrew your consent.

4. Information We Collect

The type of personal information we collect and use depends on your relationship with Tree House Care and the services or processes you are involved with.

People who enquire about fostering

If you enquire about becoming a foster carer, we may collect information such as your:

- name and contact details;
- postcode and address;
- employment and occupation information;
- family and household circumstances;
- fostering history or current fostering arrangements;
- preferred contact arrangements;
- information about your circumstances that is relevant to fostering; and
- information you provide during conversations, correspondence or meetings with us.

Information provided through our online enquiry forms is described in more detail in Section 2 of this Privacy Notice.

Foster carer applicants

When you apply to become a foster carer, we collect information necessary to assess your suitability to foster and to meet our legal and regulatory responsibilities.

This may include:

- identity and contact information;
- information about your family, household and relationships;
- employment and employment history;
- financial information;
- education, qualifications and training;
- health and medical information where relevant to the fostering assessment;
- criminal-record and other background information;
- information obtained from references and other checks;
- information about your home and living circumstances;
- information relating to previous fostering or caring experience;
- information provided by other professionals or organisations involved in the assessment; and
- records of discussions, meetings, visits, assessments and other interactions with you.

Some of the information we collect may be special category personal data or information relating to criminal offences. We only process this information where permitted by applicable data protection law and where necessary for the fostering assessment and our legal and regulatory responsibilities.

Approved foster carers

We continue to collect and maintain information about approved foster carers throughout their relationship with Tree House Care.

This may include information relating to:

- supervision and support;
- training and development;
- reviews and assessments;
- fostering placements;
- incidents, concerns and safeguarding matters;
- allegations or investigations where applicable;
- changes to personal, family or household circumstances;
- finances and payments;
- communications and correspondence;
- professional meetings and discussions; and
- other information relevant to supporting and supervising foster carers and meeting our legal and regulatory responsibilities.

Information about members of a foster carer's household, family members, referees and other relevant individuals may also be recorded where it forms part of the foster-carer record or is necessary for the fostering process.

Children and young people

We collect and maintain information about children and young people who are placed with or receive services from Tree House Care.

This may include:

- identity and contact information;
- health and medical information;
- education and educational progress;
- family and social circumstances;
- safeguarding and welfare information;
- placement information;
- information about care and support needs;
- records of incidents, concerns and significant events;
- information provided by parents, carers, local authorities, health professionals, schools and other relevant organisations; and
- records of care, support, meetings, reviews and other interactions relating to the child or young person.

Because much of this information is sensitive, including information concerning health, safeguarding and family circumstances, we apply appropriate safeguards when processing it.

Information about foster carers, family members, professionals and other individuals may also be included within a child's or young person's record where it is relevant to their care, placement, safeguarding or support.

Employees and job applicants

We collect personal information about people who apply to work for Tree House Care and about our employees.

Depending on the recruitment or employment process, this may include:

- identity and contact information;
- employment history and experience;
- CV and application information;
- qualifications, skills and training;
- references;
- right-to-work information;
- criminal-record and DBS information where applicable;
- health information where relevant to employment;
- financial and payroll information;
- absence and attendance information;
- performance, training and development records;
- disciplinary or grievance information where applicable; and
- other information required to manage the employment relationship or meet our legal obligations.

The information we collect will depend on the role and the stage of the recruitment or employment process.

Information received from other people and organisations

We may receive personal information about you from other people or organisations where this is necessary for the services we provide or our legal and regulatory responsibilities.

This may include information from local authorities, health professionals, education providers, safeguarding agencies, other care or fostering organisations, referees, family members, foster carers and other professionals involved in the care or support of a child or young person.

Where appropriate, this information will be incorporated into the relevant child/young person or foster-carer record.

Information you provide when contacting us

We may also collect information that you choose to provide when contacting Tree House Care by telephone, email, post, through our website

or in person. The information collected will depend on the nature of your contact and may include your name, contact details and details of your enquiry or communication.

5. How We Use Your Information and Our Lawful Bases

We only use personal information where we have a lawful basis to do so. The lawful basis we rely on depends on why we are processing your information and the nature of the information involved.

The lawful bases available under data protection law include consent, contract, legal obligation, vital interests, public task and legitimate interests. We will identify the appropriate lawful basis for each processing activity and will only process personal information where the relevant requirements are met.

Our legitimate interests

Where we rely on legitimate interests as a lawful basis, our legitimate interests may include responding to enquiries, managing our relationships with foster carers and other individuals, maintaining appropriate records, administering and protecting our systems and website, supporting the delivery and improvement of our services, and managing and developing our organisation.

Where we rely on legitimate interests, we consider whether the processing is necessary for that purpose and whether our interests are overridden by your rights and freedoms.

Processing activity	Lawful basis
Fostering enquiries	Legitimate interests; steps taken at the individual's request before entering into a contract; legal obligation, where applicable
Fostering applications and assessment	Legal obligation; legitimate interests; other applicable lawful bases and conditions, depending on the processing

Supporting and managing approved foster carers	Legal obligation; legitimate interests; contractual necessity, where applicable
Children and young people	Legal obligation; legitimate interests; other applicable lawful bases and conditions, depending on the processing
Employment and recruitment	Legitimate interests; steps taken at the individual's request before entering into a contract; contractual necessity; legal obligation
Website enquiries and communications	Legitimate interests; consent; steps taken at the individual's request before entering into a contract; legal obligation, where applicable
Newsletter and fostering marketing	Consent
Website analytics and advertising	Consent, where required
Safeguarding and protecting people from harm	Legal obligation; legitimate interests; substantial public interest; other applicable lawful bases and conditions, depending on the circumstances

Fostering enquiries and applications

We use information provided by people who enquire about fostering to respond to enquiries, provide information about fostering, maintain records of our communications and, where requested, take steps towards a fostering application.

Depending on the circumstances, the lawful basis for this processing may include:

- **Legitimate interests**, where processing is necessary to respond to and manage fostering enquiries and to operate our fostering recruitment process;
- **Steps taken at the individual's request before entering into a contract**, where this applies to information provided as part of progressing towards a fostering arrangement; and
- **Legal obligation**, where we are required to collect or process information to meet our legal or regulatory responsibilities.

Where a person submits a formal fostering application, we process information necessary to assess their suitability to foster and to meet our responsibilities under applicable fostering legislation and regulations.

Foster carers

We process information about approved foster carers to:

- provide supervision, support and training;
- manage fostering placements;
- conduct reviews and assessments;
- manage payments and other administrative matters;
- manage incidents, concerns, allegations and safeguarding matters;
- comply with fostering legislation, regulations and regulatory requirements;
- maintain appropriate records; and
- otherwise support foster carers in carrying out their role.

The lawful bases may include **legal obligation**, **legitimate interests** and, where applicable, **contractual necessity**, depending on the particular processing activity.

Children and young people

We process information about children and young people to provide and manage their care, support and placement, protect their welfare and safety, maintain appropriate records and meet our legal and regulatory responsibilities.

This may include information relating to health, education, family circumstances, safeguarding, care needs, incidents and other matters relevant to the child's care and support.

The lawful basis will depend on the particular purpose and may include **legal obligation**, **legitimate interests** and other lawful bases or conditions where applicable.

Where we process special category information, such as health information, we will also identify and meet an appropriate condition under data protection law. Special category data requires both a lawful basis under Article 6 and a separate condition under Article 9.

Where we process information relating to criminal convictions or offences, we will also comply with the additional requirements that apply to criminal offence data under data protection law.

Employment and recruitment

We process information about job applicants and employees to:

- manage recruitment and selection;
- assess an applicant's suitability for a role;
- communicate with applicants;
- carry out appropriate checks;
- enter into and manage employment relationships;
- manage employee records;
- administer pay, benefits, training and development;
- manage absence, performance and other employment matters; and
- comply with our legal and regulatory obligations.

Depending on the circumstances, the lawful basis may include **legitimate interests, steps taken at the individual's request before entering into a contract, contractual necessity** and **legal obligation**.

Where recruitment or employment requires us to process special category or criminal offence data, we will also identify and meet the additional legal requirements that apply to that information.

Website enquiries and communications

We use information submitted through our website to respond to enquiries, provide the information or services requested, maintain appropriate records and manage our relationship with individuals who contact us.

The lawful basis will depend on the nature and purpose of the enquiry and may include **legitimate interests, consent, steps taken at the individual's request before entering into a contract** or **legal obligation**, where applicable.

Newsletter and fostering marketing

Where you choose to sign up to our fostering newsletter, we use your information to send you fostering recruitment and marketing communications.

We rely on your **consent** for these marketing communications. You can withdraw your consent at any time by using the unsubscribe facility included in our emails or by contacting us.

Further information about our newsletter and marketing communications is provided in Section 3 of this Privacy Notice.

Website analytics and advertising

We use analytics and advertising technologies, including Google Analytics 4, Google Ads and the Meta Pixel, to understand how our website is used and to measure and improve the effectiveness of our advertising.

Where consent is required for these technologies, we obtain consent through our cookie consent system before using them.

Further information about cookies, analytics and advertising technologies is provided in Section 1 of this Privacy Notice.

Automated decision-making and profiling

We do not use personal information to make solely automated decisions about you that produce legal or similarly significant effects. Some of our third-party advertising and marketing providers may use automated processing or profiling for advertising and marketing purposes, subject to your consent where required.

Protecting people and safeguarding

We may process and share personal information where necessary to protect children, young people, foster carers, employees or other individuals from harm, respond to safeguarding concerns, investigate incidents or allegations, and comply with our safeguarding responsibilities.

Depending on the circumstances, this processing may rely on legal obligations, legitimate interests, substantial public interest or other applicable lawful bases and conditions under data protection law.

When we process information with your consent

Where we rely on consent as our lawful basis, we will ask for consent in a clear manner and explain what the consent relates to.

You have the right to withdraw consent at any time. Withdrawal of consent does not affect the lawfulness of processing carried out before consent was withdrawn.

Consent is not the lawful basis for all of our processing. We may process personal information without consent where another lawful basis applies.

Using your information for a new purpose

We will normally use your personal information only for the purposes for which we collected it.

If we need to use your information for a new purpose that is compatible with the original purpose, we will take this into account when deciding whether the further use is lawful.

Where we intend to use your information for a purpose that is not compatible with the original purpose, we will provide you with further information where required and identify the lawful basis that allows us to do so.

If you do not provide information

In some circumstances, we may need you to provide personal information because it is required by law, regulation or as part of a contractual or other relationship with us.

Where information is necessary for a particular purpose, we will explain this where appropriate. If you do not provide information that we need, this may mean that we are unable to respond fully to your enquiry, progress a fostering or employment application, provide certain services, or meet our legal or regulatory responsibilities.

6. Who We Share Your Information With

We only share personal information where there is a legitimate and appropriate reason to do so, and where we have a lawful basis for sharing it. We only share the information that is necessary for the relevant purpose.

The people and organisations with whom we share information will depend on your relationship with Tree House Care and the circumstances in which your information is being processed.

Fostering enquiries and foster-carer applicants

Information relating to fostering enquiries and applications may be shared with individuals and organisations where this is necessary to manage the fostering recruitment and assessment process or to meet our legal and regulatory responsibilities.

This may include:

- local authorities;
- other fostering services where relevant;
- Ofsted;
- safeguarding agencies and organisations;
- health professionals;

- education professionals;
- referees and other individuals providing information as part of an assessment; and
- other professionals or organisations involved in assessing or supporting a foster carer or fostering placement.

Approved foster carers

Information about approved foster carers may be shared where necessary to support and supervise the foster carer, manage placements, protect children and young people, and meet our legal and regulatory responsibilities.

This may include sharing information with:

- local authorities;
- Ofsted;
- other fostering or care organisations where appropriate;
- health and education professionals;
- safeguarding agencies;
- professionals involved in a foster carer's supervision, support or training; and
- other relevant professionals or organisations involved in a fostering placement.

Children and young people

Information about children and young people may be shared where necessary to provide their care and support, manage their placement, protect their welfare and safety, and meet our legal and regulatory responsibilities.

This may include:

- the child's or young person's local authority;
- social workers and other local-authority professionals;
- foster carers and relevant members of their household, where appropriate;
- health professionals and healthcare organisations;
- schools, colleges and other education providers;
- Ofsted;
- safeguarding agencies;
- police and other emergency services where appropriate;
- courts and other statutory bodies where required; and
- other professionals or organisations involved in the child's care, support, education or safeguarding.

Where information about foster carers, family members, household members or other individuals is relevant to a child's care, placement or safeguarding, that information may be shared with appropriate professionals or organisations where necessary.

Employment and recruitment

Information relating to job applicants and employees may be shared where necessary to manage recruitment and employment or to meet our legal obligations.

This may include:

- organisations providing employment or professional references;
- DBS and other checking services where applicable;
- occupational health or healthcare professionals where appropriate;
- professional or regulatory bodies where required;
- payroll, pension and benefits providers;
- insurers and other organisations providing employment-related services;
- legal or professional advisers; and
- relevant public authorities where we are legally required or permitted to provide information.

Employment information is held separately from fostering information and is accessed internally by authorised members of our HR and Management teams.

Our service providers

We use external organisations to provide systems and services that support our work. Where these organisations may have access to personal information in providing their services, we require appropriate safeguards to protect that information.

Social Care Network Ltd provides and hosts our CHARMS case-management system. Personal information relating to fostering enquiries, foster carers and children and young people is processed through CHARMS.

HdK provides website hosting and maintenance services for the Tree House Care website. As part of providing these services, HdK may be able to access information submitted through our website, including enquiry information held on the website's back end. Such access is for the purposes of providing technical support, maintenance and related website services.

HBP provides and maintains our email system. In limited circumstances, HBP may be able to access information contained within emails when providing

technical support or maintenance. Access to email content would be outside the normal scope of their work and would only occur where necessary to provide or troubleshoot the relevant service.

We may also use other service providers where necessary to provide IT, security, professional, administrative or other services. Where a service provider processes personal information on our behalf, we take appropriate steps to ensure that suitable contractual and security safeguards are in place.

Legal, regulatory and safeguarding disclosures

We may share personal information where necessary to comply with a legal or regulatory requirement, respond to a lawful request from a public authority, protect someone from harm, investigate or respond to safeguarding concerns, prevent or detect crime, or establish, exercise or defend legal claims.

This may include sharing information with Ofsted, local authorities, safeguarding agencies, the police, courts, regulators or other statutory bodies where appropriate.

Information sharing within Tree House Care

Personal information may be shared internally between authorised Tree House Care employees where this is necessary for them to carry out their role.

Access to information is restricted according to the individual's role and responsibilities. For example, fostering enquiry and foster-carer information held in CHARMS is accessible to authorised members of our Fostering and Administration teams, while employment information is held within our internal HR database and is accessible to authorised members of our HR and Management teams.

We do not share personal information more widely than is necessary for the relevant purpose.

7. How We Store and Protect Your Information

We take the security and confidentiality of personal information seriously. We take appropriate steps to protect personal information and to ensure that it is only accessed, used or disclosed where there is a legitimate reason to do so.

Where we store information

We hold personal information in both electronic and paper records, depending on the nature of the information and the purpose for which it is being used.

Our systems and records include:

- **CHARMS**, our case-management system for fostering enquiries, foster carers and children and young people. CHARMS is provided and hosted by Social Care Network Ltd;
- our **internal HR database**, which is used for employment enquiries and related employment information;
- our **email system**, which is provided and maintained by HBP; and
- our **website systems**, which are hosted and maintained by HdK.

Information submitted through our website, including fostering enquiries, may be processed through the website and transferred to CHARMS where applicable.

Access to information

Access to personal information is limited to people who need to access it for their role and responsibilities.

For example, information held in CHARMS may be accessed by authorised members of our Fostering and Administration teams where necessary. Information held in our internal HR database is accessible to authorised members of our HR and Management teams.

Where external organisations provide services to us that involve personal information, they may have access to that information where necessary to provide those services. This includes our website provider, HdK, and our email system provider, HBP.

Paper records

Where personal information is held in paper form, we take appropriate steps to protect the information and restrict access to those who need it for their role.

Protecting personal information

We use appropriate organisational and technical measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

We also expect organisations that provide services to us involving personal information to handle that information appropriately and in accordance with their contractual and legal obligations.

Personal information and our website

Information submitted through our website may be accessible to HdK where this is necessary for website hosting, maintenance or technical support.

Similarly, information sent to us by email is processed through our email system. HBP provides and maintains this system and, in limited circumstances, may be able to access email information where necessary to provide technical support or maintenance. Access to email content is outside the normal scope of their work.

Data breaches

If we become aware of a personal data breach, we will assess the circumstances and take appropriate action in accordance with our legal and regulatory obligations, including notifying the Information Commissioner's Office (ICO) or affected individuals where required.

8. How Long We Keep Your Information

We only keep personal information for as long as we need it for the purposes for which it was collected, to meet our legal and regulatory obligations, and where necessary to establish, exercise or defend legal claims.

Different types of information are subject to different retention periods.

Fostering enquiries and applications

Where you make an enquiry about fostering but do not go on to become an approved foster carer, we retain records in accordance with our fostering record-keeping requirements.

Records relating to applicants who are not approved to foster are retained for **at least three years**.

Where you become an approved foster carer, your fostering records are retained for **at least ten years after your approval to foster has ended**.

These records may include information relating to your enquiry, application, assessment, approval, supervision, training, reviews, placements and other relevant fostering activities.

Children and young people

Records relating to children and young people are retained in accordance with our legal and regulatory requirements.

Records are retained **until the child reaches the age of 75, or for 15 years after their death, whichever is later**, in accordance with our existing record-retention requirements.

Employment enquiries and applications

All employment application forms are retained by our HR team.

Access to application information is limited to HR and managers or other relevant staff involved in shortlisting and interviews.

Applications are stored electronically. Where an applicant is **not shortlisted**, the application is deleted.

For candidates who are **interviewed**, hard copies of application records may be retained securely in a locked cabinet for **up to 12 months**.

Although the recommended retention period for recruitment records is six months, we retain interviewed candidates' records for an additional six months to support any potential claims relating to the recruitment process.

Speculative employment applications

Where you make a speculative application for employment, we will obtain your consent before retaining your application for future consideration.

With your consent, a speculative application may be retained for **up to six months**.

Speculative applications are stored securely, either electronically in a confidential folder or as hard copies in secure filing. They are deleted or securely destroyed at the end of the agreed retention period.

Other personal information

The retention period for other personal information depends on the nature of the information, why we collected it and any legal, regulatory or contractual requirements that apply.

This may include information relating to website enquiries, communications, newsletter subscriptions, complaints and other general enquiries.

Where information is no longer required, we will delete it or securely dispose of it, subject to any legal or regulatory requirement to retain it for longer.

9. International Transfers of Your Information

Some of the organisations and service providers we use may process personal information outside the United Kingdom.

For example, some of the services we use for website analytics, online advertising and marketing communications, including Google, Meta and HubSpot, may involve personal information being processed outside the United Kingdom, including in the United States or other countries.

Where personal information is transferred outside the UK, we take steps to ensure that the transfer is carried out in accordance with applicable data protection law.

Depending on the circumstances, this may include transferring information to a country that has been recognised as providing an adequate level of protection for personal information, or using appropriate contractual or other safeguards approved under UK data protection law.

We also use UK-based service providers for some of our systems. Where a service provider uses overseas systems, personnel or sub-processors, we will ensure that appropriate safeguards are in place where required.

You can contact us if you would like further information about the safeguards used in relation to international transfers of your personal information.

10. Your Data Protection Rights and Making a Complaint

Under UK data protection law, you have a number of rights in relation to your personal information. These rights may apply depending on the circumstances and the lawful basis on which we process your information.

Your rights

You may have the right to:

- **Be informed** about how we collect and use your personal information. This Privacy Notice provides information about how we process personal information.
- **Access your personal information** and request a copy of the information we hold about you.
- **Ask us to correct inaccurate or incomplete information** that we hold about you.
- **Ask us to delete your personal information** in certain circumstances.
- **Ask us to restrict how we use your personal information** in certain circumstances.
- **Object to our processing of your personal information** where we are relying on legitimate interests or another applicable basis.
- **Object to direct marketing** at any time. You can ask us to stop sending you marketing communications and, where applicable, you can unsubscribe using the link provided in our emails.
- **Withdraw consent** where we rely on your consent to process your personal information. Withdrawing consent does not affect the lawfulness of processing carried out before you withdrew your consent.
- **Request the transfer of your personal information** to you or another organisation in certain circumstances where the right to data portability applies.

Some of these rights are subject to conditions and exceptions under data protection law. For example, we may need to retain certain information to comply with legal or regulatory requirements, or where we have another lawful reason to retain it.

How to exercise your rights

If you would like to exercise any of your rights, or would like further information about how we use your personal information, please contact our Data Protection Officer:

Hugh Mellett

Director of Operations and Data Protection Officer
Tree House Care Fostering Solutions Ltd
The Old Vicarage
17 Heneage Road
Grimsby
North East Lincolnshire
DN32 9DZ

Email: hugh.mellett@treehousecare.org

Telephone: 01472 598334

We may need to ask you for information to verify your identity before responding to a request. This is to help protect personal information from being disclosed to someone who does not have a right to receive it.

We will normally respond to a valid request within one month. Where a request is particularly complex or we receive a number of requests, this period may be extended where permitted by law. If this applies, we will let you know.

There is normally no charge for exercising your data protection rights. However, we may charge a reasonable fee or refuse to act on a request where permitted by law, for example where a request is manifestly unfounded or excessive.

Making a complaint

If you are unhappy with how we have collected, used or handled your personal information, we encourage you to contact us first so that we can investigate your concern and try to resolve it.

You can contact our Data Protection Officer using the details above.

You also have the right to complain directly to the **Information Commissioner's Office (ICO)**, which is the UK's independent supervisory authority for data protection.

You can find information about how to contact the ICO and how to make a complaint on the ICO's website.