



Your data

How we use it and take care of it

Privacy Notice

Shine Fostering Website Enquiry Form

1 This notice

This privacy notice tells you how we collect and process your personal data through your use of this website, including any data you may provide if you choose to contact us through the website.

- Our website is intended for adults and we do not knowingly collect data relating to children through this website.

2 Data Control and Protection

We are the data controller and responsible for your personal data.

Our Data Protection Officer is responsible for overseeing questions in relation to this privacy notice. If you have any questions about this privacy notice, including any requests relating to your legal rights, please contact the Data Protection Officer using the details set out below.

3 Contact details

We are:

- **Shine Fostering**
109 George Lane
South Woodford
London
E18 1AN
- **phone 020 8530 7679**

Data Controller details:

- **Khush Green, Director of Shine Fostering**
khush@shinefostering.co.uk

Data Protection Officer details:

- **Alison Pike, QA and Data**
alison@shinefostering.co.uk

4 Third party links

This website may include links to third party websites. Clicking on those links may allow third parties to collect or share data about you. We do not control these websites and are not responsible for how they use your data. We encourage you to exercise caution and read the privacy notice of every website you visit.

5 Data we collect from you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

When you use our enquiry form, we may collect, use, store and transfer the following personal data about you:

- Identity and contact details which include your name, email address, telephone and mobile phone numbers.

We do not knowingly collect any Special Categories of Personal Data about you, such as details about your race or ethnicity, religious beliefs or your health.

If you submit the enquiry form without personal data

If you are registering your interest in our organisation, but do not provide us with relevant and accurate contact details, this will affect our ability to contact you and respond to the enquiry. We will therefore not be able to take your enquiry further.

6 How we use your personal data

Any communications from Shine Fostering will be solely to address the enquiry you have made. We will only use your personal data when the law allows us to, which means we have a lawful basis for using your information. We will use your personal data in the following circumstances:

- where we need to take steps to enter a potential contract with you
- where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.
- where we need to comply with a legal or regulatory obligation.

We may process your personal data for more than one lawful ground, depending on the specific purpose for which we are using your information. Where it is necessary for our legitimate interests to use your personal data, we have listed below what our legitimate interests are:

- Internal record keeping
- For running our business,
- To keep our website updated and relevant

We will not use your personal data for marketing purposes.

7 Disclosures of your personal data

The limited circumstances in which your personal data may be shared with third parties would include with:

- the service provider hosting and managing our website
- regulators, police, government bodies or to otherwise comply with the law

8 Data security

We take appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality.

We have put in place procedures to deal with any suspected personal data breach and will notify you and the relevant data regulator of a breach where we are legally required to do so.

9 Data retention

We will hold your personal information based on the following criteria:

- for as long as we have reasonable business needs, such as managing our relationship with you
- for as long as someone could bring a claim against us, and
- retention periods which are determined by legal and regulatory requirements

10 Your personal data rights

Below is a list of the rights which all individuals have under data protection laws. They do not apply in all circumstances and we will explain in writing whether or not they do, at the time you wish to exercise any of these rights.

- The right to be informed about the processing of your personal information.
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed.
- The right to object to processing of your personal information.
- The right to restrict processing of your personal information.
- The right to have your personal information erased (the "right to be forgotten").
- The right to request access to your personal information and to obtain information about how we process it.
- The right to request the transfer of your personal information to another party ("data portability").

If you wish to exercise any of these rights, please contact us.

11 The Information Commissioner's Office

You also have the right to make a complaint at any time to the Information Commissioner's Office, the UK supervisory authority for data protection issues (www.ico.org.uk). We will always be happy to respond to any concerns you may have and encourage you to contact us in the first instance, before taking forward a formal complaint to the ICO.