

Chrysalis Care Privacy and Cookies Policy

'Us' refers to Chrysalis Care while 'You, User(s) or Visitors' refers to any person using this website.

This website is owned and controlled by Chrysalis Care.

The Chrysalis Care Server is now in operation to ensure recording, monitoring and compliance with the Data Protection Act is upheld.

Chrysalis Care is committed to preserving the privacy of its employees, foster carers and children and young people who are looked after. Chrysalis Care respect the privacy of all those who visit our website and use our services. We collect information to improve the user experience and services we offer, except as set forth within this Privacy Policy, Terms and Conditions and other published guidelines. We do not release personally identifiable information (as seen below) about users of this website without their permission.

This Privacy Policy, alongside our Terms and Conditions and other published guidelines, governs your interactions with this website and your registration for and use of Chrysalis Care online fostering services. If you would like to have your identifiable information removed from the Chrysalis Care database, please contact us at info@chrysaliscare.org and we will make efforts to complete your request. However, there will be additional information which will remain within Chrysalis Care access logs and other internal records, which may or may not contain personally identifiable information.

Chrysalis Care may change this policy periodically by updating this page. To ensure you are happy with our changes please check this page from time to time. This policy is effective from 11.11.16.

We may collect the following information:

- Name
- Contact information, including email address
- Demographic data, such as postcode

Personally identifiable information:

If you submit a request for more information from us, the information you submit will only be used by Chrysalis Care. Our lists are private and confidential and never sold to third parties. Chrysalis Care needs to obtain and record certain information from you to allow us to deliver a consistent service to you. This data will usually be collated when we have contact with you and your family, which will form a record of what has already been discussed with you and how we will proceed. Although we primarily have computer files, we do have a mixture of the two for our older records.

We are responsible for collecting and correctly using the information you give us and ensure that we use the data following the requirements of The Data Protection Act 1998.

It may be necessary for us to share some of your information with partner organisations to complete or improve the service you are receiving. If this is the case, we will make sure that only the information needed to complete or improve your service is used, nothing more. We will also ensure the partner organisations we correspond with do the same.

Under the Data Protection Act, you have the right to see the personal information we hold about you, to have the information altered if any circumstances have changed, are wrong, incomplete, or to challenge the use of your information.

Security

We are committed to ensuring your information remains private, confidential and secure. In order to prevent unauthorised access or disclosure, we have put in place physical, managerial and electronic procedures to safeguard and secure the information collected online.

How we use Cookies

A cookie is a small file which seeks permission to be placed on your computer's system. Cookies allow web applications to respond to you as an individual; the web application can tailor its operations to your needs and preferences by gathering and remembering information it has collected about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web traffic and improve our website for the best possible customer experience. We only use this information for analytical purposes and the data is then removed from our system.

Overall, cookies help us improve the user experience, by enabling us to monitor which pages are being most used and which ones are not. A cookie **does not** give us access to your device or any information about you, other than the data you choose to share with us.

You have the choice to accept or decline cookies; most websites automatically accept cookies, but can be modified in your browser settings to decline cookies if you prefer. However this may prevent you from using all features of the website and taking full advantage of what we have to offer.

Links to external websites

Our website contains links to other websites related to fostering. However, once you have used these links to leave our website, you should note that we do not have any control over that other website. Therefore, we cannot claim responsibility for the protection and privacy of any information which you provide whilst visiting said sites and said sites are not governed by this privacy policy. You should exercise caution and look at the privacy statement applicable to the website in question.

If you believe any information we are holding on you is incorrect or incomplete, please write or email us as soon as possible, at the above address. We will promptly amend any incorrect information.