

Foster care inquiry data management privacy information

ac.care's foster care recruitment efforts include collecting and holding the personal details of people who have expressed interest in opening their hearts and homes to a child in their region so we can keep in touch to answer any questions and provide relevant information.

This is done in accordance with our Privacy Policy, which sets out how you may access and correct the personal information that we hold about you and how to complain about a suspected breach of your privacy or about how we have handled your personal information.

We will collect your personal information if you:

- complete one of our secure electronic online forms on the ac.care website or an associated website
- call or visit one of our sites to learn more about foster care
- engage with our staff at a public event and provide your details for further contact.

Your personal information will be used to manage further engagement around your interest in foster care.

You can unsubscribe from our updates at any time.

The personal details that you provide will be stored in a secure cloud-based database on a private network, not directly accessible from the internet. This is hosted by a third party, but only accessible by ac.care and authorised professionals for operational and maintenance purposes traced by access trail logs.

ac.care does not sell, trade or rent personal information to third parties. ac.care will take all reasonable steps to hold this information accurately, confidentially, and securely.

Our full Privacy Policy is available via this [LINK](#)

How we use your personal information

We use your personal information to engage with you further about foster care. For example, we use your personal information to:

- let you know of foster care information events in your region
- share inspiring stories with you of the impact of foster care
- respond to requests from you for us to make contact to provide further information or arrange an in-person discussion about what is involved in foster care
- send you information about ac.care, including newsletters and updates,
- keep you informed about our work, including by mail, email, SMS or telephone
- respond to your questions, comments, compliments or complaints
- possibly circulate questionnaires to improve our services
- analyse activity of people interested in foster care to improve the effectiveness of our foster care recruitment activities, including for quality assurance
- report on our activities.

Opting out

If you wish to opt out of communications you are currently receiving, you can use any of the links within our digital communications, such as emails or SMS.



Disclosing your Information

We respect that 'who' we share your information with is important to you. In no instances do we sell or provide your information to third parties.

Thank you for trusting us with your details.

Jason Wallace
Community Engagement Manager
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