



Fosterline England confidentiality policy

Fosterline England is delivered by The Fostering Network on behalf of the Department for Education in England.

During a call, we may ask for some personal details (for example, to confirm your identity or to record accurate notes). We take our data protection responsibilities seriously, and we will never share or sell this data. [Read The Fostering Network's privacy statement.](#)

Fosterline England treats all calls as confidential. This means we won't share anything about our conversation with anyone else without your consent. We understand that Fosterline England Advisers will often be entrusted with personal information by an individual using Fosterline England, such as information about their individual circumstances, or information about children they are looking after. Fosterline Advisers have a duty under the General Data Protection Regulations (GDPR) and this policy to protect the confidentiality of this personal information, to process that information fairly and not to disclose any such personal information without consent, except in certain circumstances, where information cannot remain confidential by law.

These include (but are not limited to) situations where:

- a child is at risk of harm, or has been harmed
- a vulnerable adult is at risk of harm, or has been harmed
- a personal may be at serious risk of harming themselves or others
- a terrorist threat or other serious threat has been made
- our staff are being threatened or abused, or someone is preventing Fosterline England operating.

In any situation where we may have to break confidentiality, we will make reasonable efforts to let you know what actions we are taking.

If a Fosterline Adviser feels that they need to break confidentiality, then the Fosterline Coordinator must be consulted before any decision is made. The Fosterline Coordinator will be responsible for making the final decision and ensuring that the correct action is taken, in accordance with The Fostering Network's safeguarding policy.

This policy applies to all Fosterline England staff.

September 2023