

CASE STUDY



ADVISING A LEADING PROVIDER OF CLOUD-BASED SOCIAL CARE SERVICES

Challenge

Link Maker Systems is the UK's leading provider of cloud-based matching services for local authorities and adoption agencies to place children for adoption or fostering in the UK. It joins up children's social care across the UK to increase placement choice for children, and to improve the use of data and collaboration between local authorities and providers.

As a processor of personal data, much of which is extremely sensitive, our client needed to offer its customers a clear, compliant route to implement its cloud services in a way that managed its own enhanced risks as a processor under the GDPR. Many of its customers had already been updating their own compliance arrangements in light of the GDPR, with a consequential flow down to suppliers, especially cloud service providers.

It is crucial for Link Maker Systems to ensure that its customers comply with the GDPR. In addition, our client must ensure that data security continues to be taken extremely seriously, as evidenced by its ISO 27001 data security certification.

Solution

We have worked with our client to:

- Develop and maintain a robust Cloud Services Agreement.
- Update its privacy policy and standard contracts for the GDPR and create processes to assist with the due diligence required for data processors under the GDPR.
- Create GDPR-compliant policies and procedures.

Impact

Link Maker Systems carries out important work, helping organisations to find and provide placements and adoption for children. Bought properly, our client's cloud-based services help adoption and foster providers to operate much more efficiently.



Cloud-based matching service for children's social care

Client testimonial

"We initially asked Pritchetts to upgrade our privacy policy and standard terms of service for GDPR. Since then, as our organisation has grown, we have involved Pritchetts in many of our new projects. We often require detailed data protection advice as well as assistance with contract negotiations, and we have really appreciated the breadth of expertise and commercial nous that the Pritchetts team provide. They try hard to make a sensitive and structurally complex business simple. They're also extremely responsive, working flexibly to make sure that one of the team is always available to assist us when we need them."

Craig Rigby-Wilson, Co-CEO, Link Maker Systems

You can find out more by [emailing us](#), or calling us on 0117 307 0266