

Fosterli LTD – Terms and Conditions

Last updated: 26 January 2026

1. Introduction

Welcome to Fosterli LTD (“Fosterli”, “we”, “us”, “our”).

Fosterli LTD is a company registered in England and Wales.

Registered office: 22 Castle Farm Road, Hanham, BS15 3NJ

Company number: 16148409

These Terms and Conditions (referred to as the “Terms of Service”) govern access to and use of the Fosterli platform.

Fosterli provides a cloud-based software platform supporting fostering recruitment and assessment workflows for registered fostering agencies, fostering recruitment providers and local authorities in the United Kingdom (“Buyers”).

The Fosterli platform may also be accessed by individuals such as Fostering Applicants, Social Workers, mentors, managers and panel members (“End Users”) under the authority of a Buyer.

Fosterli does not make fostering decisions, assessments or recommendations. The platform is designed to support secure information management, collaboration and workflow efficiency only.

By accessing or using the Fosterli platform, you agree to these Terms of Service (“Terms”).

2. Scope of these Terms

These Terms govern general access to and use of the Fosterli platform.

Additional terms may apply, including:

- a SaaS Agreement governing commercial terms between Fosterli and the Buyer
- an End User Licence Agreement (EULA) governing individual user access and behaviour
- a Data Processing Agreement (DPA) governing personal data processing

In the event of any conflict, the applicable SaaS Agreement, EULA or DPA shall take precedence for the relevant subject matter.

3. Eligibility and access

The Fosterli platform is intended for business and public sector use only.

Access is restricted to:

- registered fostering agencies
- fostering recruitment providers
- local authorities
- individuals authorised by those organisations

You must be at least 18 years old to access the platform.

End Users access the platform solely on behalf of, and under the authority of, a Buyer. End Users do not contract directly with Fosterli unless expressly stated otherwise.

Buyers are responsible for managing user access and permissions within their organisation.

Use of the Fosterli platform does not transfer or alter statutory, regulatory or professional responsibilities.

4. Acceptable use

Users must use the Fosterli platform lawfully, responsibly and only for legitimate fostering-related purposes.

Users must not:

- submit false, misleading or unlawful information
- attempt to gain unauthorised access to systems or data
- misuse, disclose or share confidential or personal data unlawfully
- interfere with the security or integrity of the platform
- use the platform in a way that breaches safeguarding obligations or applicable law

Buyers remain fully responsible for:

- the accuracy and completeness of information entered
- statutory assessments, decisions and approvals
- compliance with fostering, safeguarding and regulatory requirements

5. Platform availability and changes

Fosterli provides the platform on an “as available” basis.

While we aim to provide a reliable service, we do not guarantee uninterrupted or error-free operation.

Planned maintenance may be carried out from time to time, normally outside UK business hours where possible. Emergency maintenance may be required for security or stability reasons.

Service availability commitments, support levels and remedies are set out separately in the applicable SaaS Agreement.

6. Data protection and confidentiality

When processing personal data, Fosterli acts as a data processor on behalf of the Buyer. The Buyer remains the data controller.

Personal data is processed in accordance with:

- UK GDPR
- the Data Protection Act 2018
- the applicable Data Processing Agreement

Fosterli implements appropriate technical and organisational measures to protect personal data, including access controls and security safeguards.

Further details regarding data processing, retention, deletion, sub-processors and breach management are set out in the DPA.

7. Intellectual property

All intellectual property rights in the Fosterli platform, including software, design, content and documentation, are owned by or licensed to Fosterli.

Buyers and End Users are granted a limited, non-exclusive, non-transferable right to use the platform in accordance with these Terms and any applicable agreements.

Buyers retain ownership of their data and content submitted to the platform.

No rights are granted except as expressly stated.

8. Suspension and termination

Fosterli may suspend or restrict access to the platform where reasonably necessary to:

- protect data security
- address misuse or breach of these Terms

- comply with legal or safeguarding obligations

Termination rights, notice periods and end-of-contract arrangements are governed by the applicable SaaS Agreement.

Data access, export and deletion following termination are handled in accordance with the DPA and agreed contractual terms.

9. Limitation of liability

To the maximum extent permitted by law:

- Fosterli shall not be liable for indirect, consequential or incidental losses
- Fosterli is not responsible for fostering decisions, assessments, approvals or outcomes
- liability arising from use of the platform is limited as set out in the applicable SaaS Agreement or other written agreement with the Buyer

Nothing in these Terms limits liability for death or personal injury caused by negligence, fraud or any liability that cannot be excluded by law.

10. Amendments

We may update these Terms from time to time.

Where changes are material, we will take reasonable steps to notify Buyers, for example by email or in-platform notification.

Continued use of the platform after changes take effect constitutes acceptance of the updated Terms.

11. Governing law and jurisdiction

These Terms are governed by the laws of England and Wales.

The courts of England and Wales have exclusive jurisdiction.