My Chapters: data protection summary

For fostering services, local authorities and trusts. Updated 20 November 2026.

In one line: everything a carer writes is stored encrypted on their own iPhone, iPad or Mac. There are no accounts and no servers of the maker, so the maker never receives children's data.

WHAT THE MAKER HOLDS

- No letters, photos, memories or child details. No carer names or emails (no sign-up).
- No analytics, adverts or tracking in the app, and no cookies or analytics on the website.
- Only Apple's figures: how many people have subscribed, and crash reports from people who agreed to share them.
- For a service that buys codes: the service's name and invoice contact. Not which carer used which code.

ON THE CARER'S DEVICE

- Encrypted storage; app lock with passcode, Face ID or Touch ID.
- Photos are resized and saved without location details.
- Writing suggestions and voice-to-text run on the device. Apple's own Writing Tools (an iOS feature, not the app's) may use Apple's Private Cloud Compute if the carer uses it; it can be switched off with Apple Intelligence.

WHEN DATA CAN LEAVE THE DEVICE (ONLY WHEN THE CARER CHOOSES)

- **Send:** the carer's own email app, with the letter as a PDF, via their email provider.
- **Share or print:** wherever the carer sends it, for example AirDrop or a printer.
- **Backup:** off by default; to a folder the carer chooses, protected by a password only they hold. The device's own iCloud backup also includes the app's data.
- **Partner sharing:** off by default; the shared copy is held in the iCloud of whoever started sharing (Apple CloudKit), with end-to-end encrypted text and encrypted photos and recordings. Never passes through the maker.

RETENTION AND DELETION

Data stays on the carer's device until they delete it. Deleting the app and any backups deletes everything; stopping partner sharing deletes the shared iCloud copy. The maker cannot look up, change or delete a carer's data.

ROLES

The service decides what is recorded, as it would for a Word document or paper letter. Because nothing reaches the maker, the maker understands it does not process children's data on a service's behalf; each service's own data protection team should reach its own view.

FURTHER DETAIL

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