



THE NANNY SERVICE
EST. 1975

phone: 020 7935 3515
email: info@nannyservice.co.uk
website: www.nannyservice.co.uk

Privacy Policy

This privacy policy sets out how The Nanny Service uses and protects any information that you give The Nanny Service when you use this website.

The Nanny Service is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. The Nanny Service may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 25th May 2018 and replaces any policy detailed before.

What is this Privacy Policy for?

This privacy policy is for this website and served by Corrina Slater and Ronel Engelbrecht trading as The Nanny Service and governs the privacy of its users who choose to use it. The policy sets out the different areas where user privacy is concerned and outlines the obligations & requirements of the users, the website and website owners. Furthermore the way this website processes, stores and protects user data and information will also be detailed within this policy. This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies to all UK national laws and requirements for user privacy.

Definitions

Business purposes: The purposes for which personal data may be used by us:

Business purposes include the following:

- Compliance with our legal obligations and good practice
- Ensuring business policies are adhered to (such as policies covering email and internet use)
- Improving services
- Personal data: Information relating to identifiable individuals, such as job applicants and clients.
- Personal data we gather may include:
 - Individuals' contact details (phone numbers, email addresses and postal addresses)
 - Details of educational background including certificates and diplomas
 - Details to prove identity (passport or photo driving licence)
 - Employment background including references from former employees
 - Curriculum vitae
 - Disclosure and Barring Service (DBS) check

Who is responsible for this policy?

As our Data Protection Controllers, Corrina Slater & Ronel Engelbrecht, has overall responsibility for the day-to-day implementation of this policy.

OUR PROCEDURES

The Data Protection Controllers' responsibilities:

We process personal data fairly and lawfully in accordance with individual's rights. This generally means that we do not process personal data unless the individual whose details we are processing has consented to this happening.

The Data Protection Controllers' responsibilities:

- Reviewing all data protection procedures and policies on a regular basis
- Responding to individuals such as clients and job applicants who wish to know which data is being held on them by The Nanny Service
- Accuracy and relevance
- We will ensure that any personal data we process is accurate, adequate, relevant and not excessive, given the purpose for which it was obtained. We will not process personal data obtained for one purpose for any unconnected purpose unless the individual concerned has agreed to this or would otherwise reasonably expect this.
- Individuals may ask that we correct inaccurate personal data relating to them. If you believe that information is inaccurate you should record the fact that the accuracy of the information is disputed and inform the Data Protection Controllers, Corrina Slater & Ronel Engelbrecht.

Data retention

We retain personal data for no longer than is necessary. What is necessary will depend on the reasons that the personal data was obtained, but will be determined in a manner consistent with our data retention procedures.

In practice, it means that we:

- Review the length of time we keep personal data;
- Consider the purpose or purposes we hold the information for in deciding whether (and for how long) to retain it;
- Securely delete information that is no longer needed for this purpose or these purposes; and update, archive or securely delete information if it goes out of date.
- Transferring data internationally

The Nanny Service do not transfer personal data anywhere outside the UK without first consulting the Data Protection Controllers.

Subject access requests

Please note that under the Data Protection Act 1998, individuals are entitled, subject to certain exceptions, to request access to information held about them.

Please contact the Data Protection Controllers if you would like to correct or request information that we hold about you. There are also restrictions on the information to which you are entitled under applicable law.

Processing data in accordance with the individual's rights

The Nanny Service will not use personal data for direct marketing.

The Website

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies to all UK national laws and requirements for user privacy.

Use of Cookies

This website uses cookies to better the users experience while visiting the website. Where applicable this website uses a cookie control system allowing the user on their first visit to the website to allow or disallow the use of cookies on their computer or device. This complies with recent legislation requirements for websites to obtain explicit consent from users before leaving behind or reading files such as cookies on a user's computer or device.

Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.

Users are advised that if they wish to deny the use and saving of cookies from this website on to their computers hard drive they should take necessary steps within their web browsers security settings to block all

cookies from this website and its external serving vendors.

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computer's hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information

Other cookies may be stored to your computer's hard drive by external vendors when this website uses referral programs, sponsored links or adverts. Such cookies are used for conversion and referral tracking and typically expire after 30 days, though some may take longer. No personal information is stored, saved or collected.

Contact & Communication

Users contacting this website and/or its owners do so at their own discretion and provide any such personal details requested at their own risk. Your personal information is kept private and stored securely until a time it is no longer required or has no use, as detailed in the Data Protection Act 1998. Every effort has been made to ensure a safe and secure form to email submission process but advise users using such form to email processes that they do so at their own risk.

This website and its owners use any information submitted to provide you with further information about the products / services they offer or to assist you in answering any questions or queries you may have submitted. This includes using your details to subscribe you to any email newsletter program the website operates but only if this was made clear to you and your express permission was granted when submitting any form to email process. Or whereby you the consumer have previously purchased from or enquired about purchasing from the company a product or service that the email newsletter relates to. This is by no means an entire list of your user rights in regard to receiving email marketing material. Your details are not passed on to any third parties.

External Links

Although this website only looks to include quality, safe and relevant external links, users are advised adopt a policy of caution before clicking any external web links mentioned throughout this website. (External links are clickable text, banner or image links to other websites. The owners of this website cannot guarantee or verify the contents of any externally linked website despite their best efforts. Users should therefore note they click on external links at their own risk and this website and its owners cannot be held liable for any damages or implications caused by visiting any external links mentioned.

Social Media Platforms

Communication, engagement and actions taken through external social media platforms that this website and its owners participate on are custom to the terms and conditions as well as the privacy policies held with each social media platform respectively.

Users are advised to use social media platforms wisely and communicate / engage upon them with due care and caution in regard to their own privacy and personal details. This website nor its owners will ever ask for personal or sensitive information through social media platforms and encourage users wishing to discuss sensitive details to contact them through primary communication channels such as by telephone or email. This website may use social sharing buttons which help share web content directly from web pages to the social media platform in question. Users are advised before using such social sharing buttons that they do so at their own discretion and note that the social media platform may track and save your request to share a web page respectively through your social media platform account.

Shortened Links in Social Media

This website and its owners through their social media platform accounts may share web links to relevant web pages. By default some social media platforms shorten lengthy urls [web addresses]

Users are advised to take caution and good judgement before clicking any shortened urls published on social media platforms by this website and its owners. Despite the best efforts to ensure only genuine urls are published many social media platforms are prone to spam and hacking and therefore this website and its owners cannot be held liable for any damages or implications caused by visiting any shortened links.

Resources & Further Information

Data Protection Act 1998

[Privacy and Electronic Communications Regulations 2003](#)

[Privacy and Electronic Communications Regulations 2003 - The Guide](#)

[Twitter Privacy Policy](#)

[Facebook Privacy Policy](#)

[Google Privacy Policy](#)

[LinkedIn Privacy Policy](#)

General Data Protection Regulation (GDPR) provisions

Where not specified previously in this policy, the following provisions will be in effect on or before 25 May 2018.

Privacy Notice - transparency of data protection

Being transparent and providing accessible information to individuals about how we will use their personal data is important for our organisation. The following are details on how we collect data and what we will do with it:

- What information is being collected?
- Who is collecting it?
- How is it collected?
- Why is it being collected?
- How will it be used?
- Identity and contact details of any data controllers
- Data Retention period: 24 months or longer if necessary unless request your information to be deleted
- Conditions for processing

We will ensure any use of personal data is justified using at least one of the conditions for processing and this will be specifically documented. The conditions for processing will be available to data subjects in the form of a privacy notice.

Justification for personal data

We will process personal data in compliance with all **six** data protection principles.

We will document the additional justification for the processing of sensitive data, and will ensure any biometric and genetic data is considered sensitive.

1. Consent

The data that we collect is subject to active consent by the data subject. This consent can be revoked at any time.

2. Criminal record checks

Any criminal record checks are justified by law. Criminal record checks can only be undertaken based solely on the consent of the subject.

3. Data portability

Upon request, a data subject should have the right to receive a copy of their data in a structured format. These requests should be processed within one month, provided there is no undue burden and it does not compromise the privacy of other individuals. A data subject may also request that their data is transferred directly to another system. This will be done for free.

4. Right to be forgotten

A data subject may request that any information held on them is deleted or removed, and any third parties who process or use that data must also comply with the request. An erasure request can only be refused if an exemption applies.

Privacy by design and default

Privacy by design is an approach to projects that promote privacy and data protection compliance from the start. The Data Protection Controllers will be responsible for conducting Privacy Impact.

When relevant, and when it does not have a negative impact on the data subject, privacy settings will be set to the most private by default.

5. International data transfers

No data will be transferred outside of the EEA without specific consent from the data subject prior to transferring their data outside the EEA.

6. Data audit and register

Regular data audits to manage and mitigate risks will inform the data register. This contains information on what data is held, where it is stored, how it is used, who is responsible and any further regulations or retention timescales that may be relevant.

Monitoring

The Data Protection Controllers has overall responsibility monitoring this policy regularly to make sure it is being adhered to.

We take compliance with this policy very seriously

If you have any questions or concerns about anything in this policy, please do not hesitate to contact the Data Protection Controllers, Corrina Slater & Ronel Engelbrecht.

v.1.0 25th May 2018 edited & customised by: Corrina Slater & Ronel Engelbrecht trading as The Nanny Service, registered at 27 Jeddo Road, London, W12 9EB.

More information about the information we potentially hold

What information is being collected?

Can included and is not limited to:

- Personal information such as full name, address, DOB, previous addresses
- Passport
- Qualifications & Certificates
- DBS, Criminal check, Overseas Police Check
- Curriculum Vitae
- References, both written and verbal which The Nanny Service have taken as part of their checks
- Bank statements, mortgage statements
- Marriage Certificates
- Drivers License
- P45 or P60

Who is collecting it?

Any consultants who work for The Nanny Service will collect this information. This primarily will be Corrina Slater & Ronel Engelbrecht.

How is it collected?

The way The Nanny Service collects information includes but is not limited to; verbally, via email, in written form or via social media platforms such as Facebook and WhatsApp.

Why is it being collected?

The Nanny Service collects data to verify individuals and also to carry out the necessary checks required to ultimately place them in a job.

How will it be used?

It will be used solely for the use of placing/introducing an individual through The Nanny Service

Information will not be sold or used for research purposes.

The Nanny Service works very closely with other Nanny Agencies and may from time to time pass over your details to them, with your consent, so they can contact you regarding job opportunities.

Identity and contact details of any data controllers

Corrina Slater & Ronel Engelbrecht - info@nannyservice.co.uk

Data Retention period

Unless you are regularly placed through The Nanny Service (ie: temp nanny/maternity nurse/ad hoc nanny), The Nanny Service will hold information on an individual for 24 months or longer if necessary unless you request for your information to be deleted. Your information will be securely stored during this period of time and will not be passed on to a third party unless you are actively seeking a position through The Nanny Service.

If you are placed frequently through The Nanny Service we will potentially need to keep information for longer than 24 months.

Conditions for processing and storage:

The Nanny Service keeps all your information securely using Nomadesk which is a secure vault. More information about Nomadesk can be found [here](#).