



The Nannies Hub & Co – Privacy & GDPR Policy

Effective Date: 20/7/2025

1. Introduction

This Privacy & GDPR Policy outlines how The Nannies Hub & Co (“we”, “us”, “our”) collects, stores, and processes your personal information in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. What Personal Data We Collect

- Name, address, and contact details
- Child and family information
- Employment history (for candidates)
- Reference contact details
- DBS and ID documentation
- Emergency contact information
- Email communications and service records

3. How We Collect Your Data

- You complete onboarding or enquiry forms
- You engage our services (as a client or candidate)
- You send us emails or messages
- You apply to join our nanny/cleaner pool
- We carry out vetting and references
- You complete our online contact form via the chat service

4. Why We Collect Your Data

- Provide childcare and domestic placement services
- Communicate with you
- Vet and screen candidates
- Match families with suitable staff

- Comply with legal obligations (e.g. safeguarding, tax)
- Improve our services

5. Our Legal Basis for Processing

- Consent – where you have given us permission (e.g. marketing)
- Contract – when processing is necessary to deliver our services
- Legal obligation – to meet safeguarding or employment law requirements
- Legitimate interests – to operate and improve our agency

6. Data Sharing

- Necessary for the service (e.g. sharing family info with a matched nanny)
- A candidate requests a reference check
- Required by law (e.g. safeguarding referrals to MASH)

We never sell or misuse your data.

7. How Your Data is Stored

Your data is stored securely using password-protected systems.

We retain your data only for as long as needed for legal or operational purposes.

8. Your Rights Under GDPR

- Request access to your data
- Correct inaccurate data
- Request deletion of your data
- Object to or restrict processing
- Withdraw consent at any time

9. How to Contact Us

If you have questions or would like to exercise your rights, contact:

The Nannies Hub & Co

Email: Info@TheNanniesHub.co.uk

You also have the right to lodge a complaint with the Information Commissioner's Office (ICO).