

Nanny Scout

BERKSHIRE SURREY COTSWOLDS

Let the professionals care for the most important people in your lives

Website terms and Conditions

These Website Terms & Conditions explain the rules for using the Nanny Scout website at www.nannyscout.co.uk.

Please read these terms carefully before using our website.

By accessing or using our website, you agree to comply with these Terms & Conditions. If you do not agree with them, please do not use our website.

These Website Terms & Conditions apply to use of the website only. Additional terms may apply when you register with Nanny Scout as a nanny, engage Nanny Scout as a family or use our recruitment services.

1. About Nanny Scout

Nanny Scout Ltd ("Nanny Scout", "we", "us" or "our") provides nanny recruitment and introduction services to families and childcare professionals.

Nanny Scout operates as an employment agency. We introduce suitable nannies and other professionals to families seeking support.

Nanny Scout does not employ the nannies we introduce to families. Where a candidate is successfully placed with a family, the family is responsible for employing or engaging the nanny and for meeting its legal obligations as an employer.

Our contact email is: victoria@nannyscout.co.uk

Our website is: www.nannyscout.co.uk

2. Using our website

You may use our website for lawful purposes only.

You must not use the website:

- In any way that breaches applicable UK law or regulation
- To provide false, misleading or fraudulent information
- To impersonate another person
- To attempt to gain unauthorised access to our website or systems
- To introduce malicious software, viruses or other harmful material
- To interfere with the operation or security of the website
- To collect information about other users without appropriate authority
- To use information obtained from the website for unlawful or inappropriate purposes
- To reproduce or commercially exploit our website content without our permission

We reserve the right to restrict or suspend access to the website where we reasonably believe that these terms have been breached or where this is necessary to protect our website, users or business.

3. Website information

We aim to ensure that the information on our website is accurate and up to date. However, information on the website is provided for general information purposes and may change from time to time.

- We do not guarantee that:
- All information is complete or error-free
- The website will always be available
- All vacancies or services shown on the website will remain available
- Information about a nanny, family, role or service will remain unchanged
- The website will be free from technical issues

We may update, remove or change website content at any time without prior notice.

4. Nanny vacancies and candidate information

Vacancies displayed on the website may be provided by families or created by Nanny Scout based on information supplied by a family.

We make reasonable efforts to ensure that vacancy information is accurate.

However, the availability, requirements, salary, working hours, location and other details of a vacancy may change.

A vacancy appearing on the website does not guarantee that:

- The role remains available
- An applicant will be shortlisted
- An applicant will be introduced to the family
- An interview will be offered
- A placement will be made

Nanny Scout reserves the right to remove or amend a vacancy at any time.

5. Recruitment and introduction services

Nanny Scout provides recruitment and introduction services.

Our role may include:

- Registering and assessing nanny candidates
- Discussing childcare requirements with families
- Matching candidates and families
- Introducing suitable candidates to families
- Arranging interviews or introductions
- Obtaining references
- Checking relevant qualifications and experience
- Undertaking appropriate identity and safeguarding checks
- Checking DBS status or DBS Update Service status where appropriate
- Facilitating appropriate recruitment checks

Nanny Scout does not guarantee that a family will find a suitable candidate or that a candidate will secure employment through our service.

A successful placement depends on the suitability, availability and agreement of both the family and the candidate.

6. Responsibility for employment

Where a family chooses to employ or engage a candidate introduced by Nanny Scout, the family is responsible for the employment relationship.

This includes, where applicable:

- Agreeing employment terms
- Paying the candidate
- PAYE and tax obligations
- National Insurance obligations
- Employment contracts
- Working hours
- Holiday entitlement
- Pension obligations
- Employer's liability insurance
- Health and safety
- Managing the candidate's employment
- Meeting applicable employment law requirements

Nanny Scout does not become the employer of a candidate simply because we introduced the candidate to the family.

7. Candidate information and checks

Nanny Scout takes reasonable steps to obtain relevant information about candidates before introducing them to families.

Depending on the role, this may include:

- Identity information
- Employment history
- Childcare experience
- Qualifications
- Training
- References
- DBS information
- DBS Update Service status
- Right-to-work information
- Other relevant authorisations or checks
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The nature and extent of checks may vary depending on the role and circumstances.

Nanny Scout will take reasonably practicable steps to protect both candidates and families and to avoid introducing a candidate where information available to us indicates that the candidate may be unsuitable.

However, no recruitment agency can guarantee that a candidate will always behave appropriately or that all information provided by a candidate or third party will be complete or accurate.

Families remain responsible for making their own informed decision about whether to employ a candidate and for completing any additional checks they consider necessary or are legally required to complete.

8. Information provided by users

If you submit information to Nanny Scout through our website, registration forms, email, telephone, video calls or other communication channels, you agree that the information you provide is accurate and not knowingly misleading.

You should notify us if information relevant to your registration or application changes. Candidates should ensure that information about qualifications, experience, employment history, references, DBS status and right to work is accurate and up to date.

Families should provide accurate information about the role they are seeking to fill and any requirements that are relevant to the safe and appropriate placement of a candidate. Providing false or misleading information may result in registration or services being suspended or terminated.

9. Website registration forms

Our website may contain forms allowing users to contact Nanny Scout or register for our services.

Submitting a form does not automatically create a contract between you and Nanny Scout.

We may contact you to discuss your enquiry, registration or requirements and determine whether our services are suitable.

Additional terms may apply if you subsequently use our recruitment services.

10. Privacy and personal information

We take the protection of personal information seriously.

Our Privacy Policy explains how we collect, use, store and protect personal information.

You should read these documents carefully before submitting personal information to us.

11. Safeguarding

Because our services involve the placement of childcare professionals in family homes, safeguarding is a fundamental part of our recruitment process.

We may undertake appropriate checks and obtain relevant information to support safe recruitment.

However, Nanny Scout cannot guarantee that a candidate or family will never present a safeguarding concern.

If you have a safeguarding concern relating to a candidate, family or placement introduced through Nanny Scout, you should contact us immediately at:

victoria@nannyscout.co.uk

Where appropriate, concerns may also need to be reported directly to the relevant safeguarding authority, police or other competent organisation.

12. Intellectual property

Unless otherwise stated, the content on the Nanny Scout website belongs to Nanny Scout Ltd or is used with permission.

This includes, but is not limited to:

- Text
- Logos
- Branding
- Graphics
- Images
- Website design
- Page layouts
- Documents
- Original content

You may view and use the website for your personal or legitimate business purposes.

You must not reproduce, copy, modify, distribute, publish, sell or commercially exploit our website content without our prior written permission, except where permitted by law.

13. User-submitted content

Where you provide information, photographs, testimonials or other content to Nanny Scout for publication on the website or our marketing channels, you confirm that:

- You have the right to provide the content
- The content is accurate
- The content does not knowingly infringe another person's rights
- You have obtained any permissions required to provide the content

We reserve the right to refuse, remove or edit content where we reasonably believe it is inappropriate, inaccurate, unlawful or otherwise unsuitable for publication.

Any use of personal information or photographs will also be subject to our Privacy Policy and any appropriate consent requirements.

14. Links to other websites

Our website may contain links to third-party websites.
These links are provided for convenience or information.

We do not control third-party websites and are not responsible for their content, availability, security or privacy practices.

You should review the terms and privacy policies of third-party websites before using them.

15. Third-party services

Nanny Scout uses third-party technology and service providers to operate aspects of our business and website.

These may include services such as Wix, Jotform, Google Workspace, Mailchimp, WhatsApp and Airtable.

The use of these services may involve the processing or storage of personal information.

Further information is provided in our Privacy Policy.

16. Availability and security

We will take reasonable steps to maintain the availability and security of our website.

However, we do not guarantee that the website will:

- Always be available
- Be uninterrupted
- Be completely secure
- Be free from errors or viruses
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You are responsible for using appropriate security measures on your own device, including maintaining suitable antivirus and security software.

17. Limitation of liability

Nothing in these Terms & Conditions excludes or limits liability where doing so would be unlawful.

This includes liability for:

- Death or personal injury caused by negligence
- Fraud or fraudulent misrepresentation
- Breach of statutory rights that cannot legally be excluded or limited
- Any other liability that cannot legally be excluded or limited under UK law
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Subject to the above, Nanny Scout will not be responsible for losses that are not reasonably foreseeable or that arise from circumstances outside our reasonable control. Nothing in these Terms & Conditions affects your statutory rights.

18. No guarantee of placement

Nanny Scout does not guarantee:

- That a candidate will secure employment
- That a family will find a suitable candidate
- That a vacancy will result in an appointment
- That a placement will continue for any particular period
- That a candidate or family will accept an introduction
- That a particular candidate will be available at a particular time
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Recruitment decisions remain subject to agreement between the family and candidate.

19. Fees and separate agreements

Any recruitment fees, introduction fees or other charges payable to Nanny Scout will be set out in the relevant agreement or terms provided to the family or other client.

These Website Terms & Conditions do not themselves create a fee or payment obligation unless expressly stated.

Where a family engages Nanny Scout's recruitment services, the family may be required to agree to separate Family/Client Terms & Conditions before recruitment services are provided.

Those terms will take precedence over these Website Terms & Conditions in relation to the paid recruitment service where there is any inconsistency.

20. Candidate terms

Candidates may be required to agree to separate terms governing Nanny Scout's work-finding and recruitment services.

These terms may contain additional information required under the Conduct of Employment Agencies and Employment Businesses Regulations 2003.

Nothing in these Website Terms & Conditions is intended to remove or restrict any statutory rights or protections that apply to candidates or work-seekers.

21. Changes to these Terms & Conditions

We may update these Website Terms & Conditions from time to time.

Any updated version will be published on this website with a revised "Last updated" date.

Your continued use of the website after changes have been published will constitute acceptance of the updated terms for future use of the website.

Where a change affects an existing contractual relationship, the applicable contractual terms and legal requirements will apply.

22. Suspension or withdrawal of the website

We may suspend, withdraw or change all or part of the website without notice where reasonably necessary.

This may include circumstances such as:

- Maintenance
- Security issues
- Technical problems
- Changes to our services
- Legal or regulatory requirements
- Circumstances outside our reasonable control

23. Events outside our control

Nanny Scout will not be responsible for failure or delay caused by circumstances outside our reasonable control.

This may include:

- Internet or telecommunications failures
- Third-party service outages
- Cybersecurity incidents
- Natural disasters
- Fire
- Flood
- Government action
- Changes in law
- Industrial disputes
- Power failures
- Other events that could not reasonably have been prevented
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We will take reasonable steps to minimise disruption where possible.

24. Governing law

These Website Terms & Conditions are governed by the laws of England and Wales. Any disputes relating to the use of this website will be subject to the jurisdiction of the courts of England and Wales, unless applicable law requires otherwise.

If you are a consumer resident elsewhere in the UK, you may also have rights to bring proceedings in the courts of the part of the UK in which you live where applicable.

25. Severability

If any provision of these Terms & Conditions is found to be unlawful, invalid or unenforceable, that provision will be treated as removed or modified to the minimum extent necessary.

The remaining provisions will continue to apply.

26. Contact us

If you have any questions about these Website Terms & Conditions, please contact:

Nanny Scout Ltd

Email: victoria@nannyscout.co.uk

Website: www.nannyscout.co.uk

Last updated: August 2026