

Nanny Scout

BERKSHIRE SURREY COTSWOLDS

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

Privacy Policy

Nanny Scout Ltd ("Nanny Scout", "we", "us" or "our") respects your privacy and is committed to protecting your personal information.

This Privacy Policy explains how we collect, use, store and protect personal information when you use our website, contact us, register with us as a nanny or work-seeker, enquire about our recruitment services as a family, or otherwise interact with Nanny Scout.

We are committed to complying with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and other applicable UK data protection and privacy legislation.

1. Who we are

Nanny Scout Ltd operates as a recruitment agency, introducing suitable nannies and professionals to families seeking childcare and home support.

Nanny Scout does not employ the candidates we introduce. Where a candidate is placed with a family, the family will normally be responsible for employing and engaging the candidate and for meeting their obligations as an employer.

For data protection purposes, Nanny Scout is generally the data controller for the personal information we collect and use in providing our recruitment services.

If you have any questions about how we use your personal information, please contact:

Email: victoria@nannyscout.co.uk

We do not display a postal address for privacy contact purposes. If you require our postal address for a specific legal or regulatory reason, please contact us by email.

2. What personal information do we collect?

The information we collect depends on how you interact with Nanny Scout.

If you are a nanny or work-seeker

We may collect:

- Full name
- Contact details, including telephone number and email address
- Address and general location
- Date of birth where necessary
- CV and employment history
- Previous childcare experience
- Details of previous employers
- Qualifications and training

- Paediatric first aid and other relevant certificates
- Details of relevant childcare experience
- Availability and preferred working arrangements
- Salary expectations
- Driving licence and driving information where relevant to a role
- Right-to-work information
- Identity information
- DBS information and DBS Update Service status
- References and referee details
- Information provided during your registration form and registration call
- Information provided during interviews or video calls
- Information about your suitability for particular roles
- Communications between you and Nanny Scout
- Information about your preferences and the types of roles you are interested in

We will only request information that is reasonably necessary for recruitment, safeguarding, compliance and providing our services.

If you are a parent or family

We may collect:

- Your name
- Contact details
- Address or general location
- Details about your household and childcare requirements
- Information about the children requiring care
- Children's ages and relevant childcare requirements
- Details of the role you are seeking to fill
- Working hours and expected start date
- Salary or remuneration information
- Information about pets, travel or household arrangements where relevant to the role
- Information about any specific childcare requirements
- Information you provide during consultations, forms, emails, telephone calls or video calls
- Communications between you and Nanny Scout
- Information required to manage the recruitment and introduction process

Where information relates to children, we take particular care to collect and use only information that is necessary for the recruitment and placement process.

3. How do we collect your information?

We may collect information:

- Directly from you through our website
- Through online registration forms
- Through Jotform or another online registration form
- During video registration calls
- By telephone
- By email
- Through WhatsApp/Text communications
- When you submit a CV or other documents
- When you provide references or referee details
- From referees
- From previous employers where appropriate
- From families and clients
- From publicly available professional information where appropriate
- From DBS and related checking services where applicable
- From the DBS Update Service where applicable
- From third parties where this is necessary and lawful for recruitment or safeguarding purposes
- Where we obtain personal information from a third party, we will handle it in accordance with applicable data protection law.

4. Why do we use your personal information?

We may use personal information to:

- Register nannies and work-seekers with Nanny Scout
- Assess suitability for childcare positions
- Match nannies with suitable families
- Introduce candidates to families
- Understand a family's childcare requirements
- Manage enquiries and applications
- Arrange interviews and registration calls
- Carry out reference checks
- Verify qualifications and relevant experience
- Verify identity
- Carry out appropriate DBS checks or verify DBS Update Service status
- Carry out or facilitate appropriate right-to-work checks
- Meet our legal and regulatory obligations as a recruitment agency
- Communicate with candidates and families
- Maintain appropriate recruitment records
- Protect children, families and work-seekers
- Investigate concerns or complaints
- Prevent fraud or misuse of our services
- Maintain the security of our website and systems
- Improve our recruitment services
- Send relevant marketing communications where permitted by law
- Maintain business and financial records
- Establish, exercise or defend legal claims

5. Our lawful bases for processing

Under the UK GDPR, we must have a lawful basis for processing personal information. Depending on the circumstances, we may rely on:

Contract

We may process information where it is necessary to take steps at your request before entering into an agreement or to perform an agreement with you.

For example, this may apply when providing recruitment services or managing your registration with Nanny Scout.

Legal obligation

We may process information where this is necessary to comply with a legal or regulatory obligation.

This may include requirements applying to employment agencies and recruitment businesses.

Legitimate interests

We may process information where it is necessary for our legitimate interests, or those of a third party, provided those interests are not overridden by your rights and interests.

Our legitimate interests may include:

- Providing and managing our recruitment services
- Matching candidates with suitable families
- Communicating with candidates and clients
- Managing our business
- Maintaining appropriate records
- Protecting our business and clients
- Preventing fraud
- Improving our services
- Establishing, exercising or defending legal claims

Where we rely on legitimate interests, we consider whether the processing is necessary and whether your interests and fundamental rights override our legitimate interests.

Consent

In some circumstances, we may rely on your consent.

Where consent is our lawful basis, you may withdraw your consent at any time.

Withdrawal of consent does not affect the lawfulness of processing carried out before you withdrew it.

6. DBS information

Because some roles involve working with children, Nanny Scout may need to obtain or verify information relating to DBS checks.

Where appropriate, we may:

- Ask whether a candidate has a current DBS certificate
- Check whether a DBS certificate is registered with the DBS Update Service
- Ask a candidate to complete a new DBS check where appropriate
- Record information necessary to establish whether the relevant safeguarding checks have been completed
- Provide appropriate information to a family as part of the recruitment and introduction process

Criminal-offence information is subject to additional legal protections under UK data protection law.

We will only process criminal-offence information where we have an appropriate lawful basis and an applicable legal condition under the Data Protection Act 2018.

We will limit access to such information to those who genuinely need it and will not retain more information than is reasonably necessary.

Where appropriate, we may ask for your consent to undertake a DBS-related check. However, consent will not necessarily be the legal basis for all processing of DBS information.

We will not mislead anyone into providing criminal-offence information and will handle DBS information in accordance with applicable DBS and data protection requirements.

7. Right-to-work checks

Nanny Scout does not employ candidates we introduce to families. The family who employs the nanny is responsible for carrying out the appropriate employer right-to-work checks.

However, as a recruitment agency, Nanny Scout may need to verify a work-seeker's identity, authorisations and right to work as part of our recruitment and safeguarding processes.

Where appropriate, we may ask candidates to provide relevant evidence or information and may retain appropriate records of checks undertaken.

We will not discriminate against candidates when carrying out right-to-work or identity checks.

Where a candidate's right to work is time-limited, we may request updated information when appropriate.

8. Reference checks

As part of our recruitment process, we may ask candidates to provide details of previous employers or referees.

We may contact referees using the information provided by the candidate and ask them to complete a reference form or provide information about the candidate's employment, experience, suitability and conduct.

We may retain reference information as part of the candidate's recruitment record. Candidates should ensure that the contact details they provide for referees are accurate and that the referee is an appropriate person to provide the reference.

9. Information about children

Families may provide us with information about children when requesting childcare services.

This may include:

- Children's names or initials
- Ages or dates of birth
- Childcare requirements
- Routines
- Allergies or dietary requirements where relevant
- Additional support requirements
- School or nursery information where relevant
- Other information necessary to identify a suitable candidate

We recognise that information about children requires particular care.

Families should only provide information that is necessary for us to understand and fulfil their requirements.

Where information about a child's health or other sensitive circumstances is provided, we will only use it where necessary and in accordance with applicable data protection law.

10. Special category information

In some circumstances, personal information provided to Nanny Scout may include special category data, such as health information.

For example, a candidate may provide information about a health condition where it is relevant to their ability to undertake a particular role, or a family may provide information about a child's health, allergies or additional needs where this is necessary to identify a suitable candidate.

We will only process special category information where it is necessary and where we have an appropriate condition under UK data protection law.

We will seek to minimise the amount of sensitive information collected and will restrict access to those who need it.

11. Sharing information with families

Where you register with Nanny Scout as a candidate we may share relevant information about you with a family where we believe you may be suitable for a particular position.

Information may include:

- Your name
- Relevant experience
- Qualifications
- Training
- Availability
- General location
- Relevant childcare experience
- Other information reasonably necessary for the family to assess your suitability

We will only share information that is relevant to the recruitment process.

Where a family is considering employing you, additional information may be shared where this is necessary for the recruitment, safeguarding or placement process and is lawful to do so.

We will not routinely provide families with unnecessary sensitive personal information.

12. Sharing information with service providers

We use carefully selected third-party service providers to help us operate our business.

These may include:

- Wix – website hosting and website functionality
- Jotform – online forms and registration information
- Google Workspace – email, document storage and business administration
- Mailchimp – email marketing and communications
- WhatsApp – communication with candidates and clients
- Airtable – recruitment and business information management

These providers may process personal information on our behalf.

We take reasonable steps to ensure that appropriate contractual, technical and organisational safeguards are in place.

We may also share information with professional advisers, insurers, legal advisers, regulators, law enforcement agencies or other authorities where this is necessary, lawful or required.

13. International data transfers

Some of the service providers we use may process or store personal information outside the United Kingdom.

Where personal information is transferred outside the UK, we will take appropriate steps to ensure that the transfer is lawful and that appropriate safeguards are in place, as required by UK data protection law.

These safeguards may include an adequacy decision, the UK International Data Transfer Agreement, UK Addendum to EU Standard Contractual Clauses, or another legally recognised transfer mechanism.

14. Marketing communications

From time to time, Nanny Scout may send marketing communications, such as:

- Nanny vacancies
- Recruitment updates
- News
- Helpful childcare or nanny-related information
- Business updates
- Events or relevant services

Where applicable, we will obtain the appropriate consent or rely on another lawful basis permitted by applicable marketing and privacy legislation.

Marketing emails may be sent using Mailchimp.

You can unsubscribe from marketing communications at any time by using the unsubscribe link contained in our emails or by contacting us at:

victoria@nannyscout.co.uk

We will respect your marketing preferences.

15. Cookies and website technologies

Our website may use cookies and similar technologies to:

- Make the website function correctly
- Remember preferences
- Understand how visitors use our website
- Improve website performance
- Analyse website traffic
- Support website security
- Support marketing activities where applicable

Some cookies may be provided by third-party services.

Where required by law, we will ask for your consent before placing non-essential cookies on your device.

Our website may be hosted using Wix, which may use cookies and similar technologies as part of providing website functionality, security and analytics.

You can manage cookie preferences through your browser and, where available, our website cookie settings.

16. How long do we keep your information?

We will only retain personal information for as long as reasonably necessary for the purposes for which it was collected, including to meet legal, regulatory, accounting, safeguarding and reporting requirements.

Retention periods will vary depending on the type of information.

For example:

- Candidate registration information may be retained while you are registered with Nanny Scout and for an appropriate period afterwards.
- Recruitment and placement records may be retained for as long as reasonably necessary to meet legal and regulatory requirements.
- Reference information may be retained as part of the candidate's recruitment record.
- DBS-related information will only be retained for as long as reasonably necessary.
- Marketing information will be retained until you unsubscribe or otherwise object, subject to any information we need to retain for other lawful purposes.
- Website and enquiry information will be retained for an appropriate period depending on the nature of the enquiry.

We regularly review the personal information we hold and securely delete or anonymise information when it is no longer required.

17. How we protect your information

We take reasonable technical and organisational measures to protect personal information against:

- Unauthorised access
- Accidental loss
- Destruction
- Damage
- Unauthorised disclosure
- Unauthorised alteration

These measures include appropriate access controls, password protection, secure systems and limiting access to personal information to people who need it for legitimate business purposes. However, no online system or method of transmission can be guaranteed to be completely secure.

18. Your data protection rights

Under UK data protection law, you may have the right to:

- Ask for a copy of the personal information we hold about you
- Ask us to correct inaccurate or incomplete information
- Ask us to delete your personal information in certain circumstances
- Ask us to restrict how we process your information in certain circumstances
- Object to processing based on legitimate interests
- Object to direct marketing
- Ask us to transfer certain personal information to another organisation
- Withdraw consent where we rely on consent
- Ask for information about how we process your personal information

These rights are subject to certain legal exceptions and limitations.

19. How to exercise your rights

To exercise any of your data protection rights, please contact:

Victoria Email: victoria@nannyscout.co.uk

Please provide enough information for us to identify you and understand your request. We may need to ask for additional information to verify your identity before responding to a request.

We will normally respond to valid requests within one month, although this may be extended where permitted by law for particularly complex requests.

We will not normally charge a fee for exercising your rights.

20. Complaints

If you have concerns about how Nanny Scout has handled your personal information, please contact us first at: victoria@nannyscout.co.uk

We will try to resolve your concern.

You also have the right to complain to the UK's data protection regulator, the Information Commissioner's Office (ICO).

You can find information about making a complaint on the ICO's website.

21. Children's information

Our services involve the recruitment and placement of nannies to care for children. We may therefore process information about children where this is provided by their parent, guardian or another person with appropriate authority.

We do not knowingly collect children's personal information for unrelated purposes. Families should ensure that information supplied to Nanny Scout about children is accurate, relevant and limited to what is reasonably necessary for the recruitment and childcare process.

22. Third-party websites

Our website may contain links to third-party websites or services.

We are not responsible for the privacy practices, security or content of third-party websites.

You should review the privacy notice of any third-party website you visit.

23. Changes to this Privacy Policy

We may update this Privacy Policy from time to time to reflect changes to our business, services, technology or legal requirements.

The latest version will be published on our website with the date of the most recent update.

24. Contact us

If you have any questions about this Privacy Policy or how Nanny Scout handles personal information, please contact:

Nanny Scout Ltd

Email: victoria@nannyscout.co.uk

Website: www.nannyscout.co.uk

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