



Dream Nannies

Data Protection Policy

At Dream Nannies Agency, we take privacy and data protection very seriously. We need to gather and use certain information about individuals; these can include customers, business contacts, employees and other people. This policy contains all the necessary information on how we collect, handle and store your data to comply with the law.

This policy does not form part of any contract of employment or other contract to provide services. We may update this policy at any time. Should this occur, we will provide you with an up to date copy of this document as soon as possible.

1. Purpose of this policy

This data protection policy ensures that Dream Nannies Agency adheres to the following requirements:

- Complies with the data protection law and follows good practice.
- Protects the rights of child-carers, customers and partners.
- Is open about how we store and process individuals' data.
- Protects itself from the risks of a data breach.

Your personal data must be:

- Used lawfully, fairly and in a transparent way.
- Collected only for the valid purposes that are explained to you in this policy and not used in any way that is incompatible with those purposes.
- Accurate, relevant and not excessive.
- Kept up to date.
- Kept only for as long as necessary and only for the purposes you have agreed to.
- Kept securely.
- Processed in accordance with the rights of data subjects.

2. The kind of information we hold about you

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are "special categories" of more sensitive personal data which require a higher level of protection, such as information about a person's health or sexual orientation.

2.1 Nannies/Babysitters:

We will collect, store, and use the following categories of personal information about nannies and babysitters:

- Personal contact details such as name, title, addresses, telephone numbers, and personal email addresses.
- Date of birth.
- DBS.
- Gender.
- Marital status and dependants.
- Next of kin and emergency contact information.
- National Insurance number.
- Start date and, if different, the date of an employee's continuous employment.
- Location of employment or workplace.
- Copy of driving licence (where applicable).
- Recruitment information (including copies of right to work documentation, references and other information included in a CV or covering letter as part of the application process).
- Employment records (including job titles, work history, working hours, holidays, training records and professional memberships).
- Personnel files and training records including performance information, disciplinary and grievance information, and working time records.
- Records of any reportable death, injury, disease or dangerous occurrence.

We may also collect, store and use the following "special categories" of more sensitive personal information:

- Information about a child-carer's health, including any medical condition, accident, health and sickness records, including:
- Details of any absences (other than holidays) from work including time on statutory parental leave and sick leave; and
- Where a child-carer leaves employment and the reason for leaving is related to their health, information about that condition needed for pensions and permanent health insurance purposes.

2.2 Children:

We will collect, store, and use the following categories of personal information about children:

- Name.
- Date of birth.
- Home address.
- Dietary requirements.
- Emergency contact should parents be unavailable and the emergency contact's contact details.
- Information about the child's routine.
- Accidents.

- Records of any reportable death, injury, disease or dangerous occurrence.

We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about a child’s health, including any medical condition, health and sickness records.

2.3 Parents:

We will collect, store, and use the following categories of personal information about parents:

- Name.
- Home address.
- Telephone numbers, and personal email addresses.
- Booking details (times, dates and locations of babysitting bookings).

We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about a parent’s race or ethnicity, spoken language and nationality.

2.4 Other clients/hotels:

We will collect, store, and use the following categories of personal information about clients/hotels:

- Name of hotels.
- Addresses.
- Contact names of departments and staff working in those departments.
- Telephone numbers, emails and other contact details necessary to deal with the hotels.
- Booking details (times, dates and locations of babysitting bookings).
- Name of guests staying at the hotel that request our services.

We may also collect, store and use the following “special categories” of more sensitive personal information:

- Information about a client’s race or ethnicity, spoken language and nationality.
- Information about a child’s health, including any medical condition, health and sickness records.
- Information about a child’s accident or incident reports including reports of pre-existing injuries.
- Information about a child’s incident forms / child protection referral forms / child protection case details / reports.

3. How is your personal information collected?

3.1 Nannies/Babysitters:

We collect personal information about our child carers through the application and recruitment process directly from candidates, childcare specific websites (like either greatcare.co.uk or nannyjob.co.uk) or from our own website. We might sometimes collect additional information from third parties, including former employers, referees and other background agencies (like umbrella bodies dealing with DBS).

3.2 Children and parents:

We collect personal information about children and parents from when the initial enquiry is made by the parents, through the enrolment process and until the family stop using the agency's services.

3.3 Hotels:

We collect personal information about hotels, guests and employees by online booking, phone or email. The information is provided by the hotel staff or by the guests staying at the hotel who liaise with us directly (by phone, online or email).

4. How we will use information about you:

We will only use your personal information when the law allows us to and only to provide the services offered by the agency. Most commonly, we will use your personal information in the following circumstances:

- Where we need to perform the contract we have entered into with you.
- Where we need to comply with a legal obligation.
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

We may also use your personal information in the following situations, which are likely to be rare:

- Where we need to protect your interests (or someone else's interests).
- Where it is needed in the public interest or for official purposes.

4.1 Situations in which we will use Nannies/Babysitter personal information:

We need all the categories of information in the list above (see nannies/babysitter section within the paragraph entitled 'The kind of information we hold about you') primarily to allow us to perform our contracts with child carers and to enable us to comply with legal obligations. The situations in which we will process child carer's personal information are listed below.

- To provide our clients with information about the Babysitter/Nanny that will be visiting their home/hotel and looking after their child.
- To inform you of babysitting and nanny jobs available.
- To advise you on changes made on our procedures with clients.
- To keep you up to date with the Nanny and Babysitting Agency's news.
- Checking an employee is legally entitled to work in the UK.
- Assessing qualifications for a particular job..
- Education, training and development requirements.
- Equal opportunities monitoring.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of a child-carer's personal information.

4.2 Situations in which the Nanny and Babysitting Agency will use personal information of children:

We need all the categories of information in the list above (see 'children' section within the paragraph entitled 'the kind of information we hold about you') primarily to allow us to perform our obligations (including our legal obligations to children. The situations in which we will process personal information of children are listed below.

- Personal information of children will be shared with Nannies and Babysitters so the service offered by the Nanny and Babysitting Agency can be provided.
- Personal information of children will be shared with local authorities without the consent of parents where there is a situation where child protection is necessary.
- To ensure we meet the needs of the children.
- To check safeguarding records.
- To check complaint records.

4.3 Situations in which the Nanny and Babysitting Agency will use personal information of parents:

We need all the categories of information in the list above (see 'parents section within the paragraph entitled 'The kind of information we hold about you') primarily to allow us to perform our contracts with parents and to enable us to comply with legal obligations. The situations in which we will process personal information of parents are listed below.

- Personal information of children will be shared with Nannies and Babysitters so the service offered by the Nanny and Babysitting Agency can be provided.

- The personal information of parents will be shared with local authorities without the consent of parents for funding purposes.
- To be able to contact a parent or a child's emergency contact about their child.
- To make parents aware of changes of rates and terms and conditions.
- To make parents aware of any updates or news from the Nanny and Babysitting Agency.

4.4 Situations in which the Nanny and Babysitting Agency will use information about clients/hotels:

We need all the categories of information in the list above (see 'Hotels' section within the paragraph entitled 'The kind of information we hold about you') primarily to allow us to perform our contracts with clients/hotels and to enable us to comply with legal obligations. The situations in which we will process personal information of clients/hotels are listed below.

- Personal information of clients/hotels will be shared with Nannies and Babysitters so the service offered by the Nanny and Babysitting Agency can be provided.
- To be able to contact a client/hotel or a child's emergency contact about their child.
- To make clients/hotels aware of changes of rates and terms and conditions.
- To make clients/hotels aware of any updates or news from the Nanny and Babysitting Agency.

4.5 If child-carers and parents fail to provide personal information:

If child-carers, parents, clients and hotels fail to provide certain information when requested, we may not be able to perform the respective contracts we have entered into with child-carers, parents, clients and hotels or we may be prevented from complying with our respective legal obligations to child-carers, children, parents and hotels.

4.6 Change of purpose

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify the child-carer, child, parent client/hotel, as is appropriate in the circumstances, and we will explain the legal basis which allows us to do so.

Please note that we may process an child-carer's, a child's, a parent's or a client's/hotel's personal information without their respective knowledge or consent, as relevant to the circumstances, in compliance with the above rules, where this is required or permitted by law.

5. How we use particularly sensitive personal information

We may process special categories of personal information in the following circumstances:

1. In limited circumstances, with child-carer or parent explicit written consent.
2. Where it is needed in the public interest, such as for equal opportunities monitoring or in relation to our occupational pension scheme.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect an child-carer, a child, a parents or a client's/hotel's interests (or someone else's interests) and the child-carer, child, parent or client/hotel as is appropriate is not capable of giving consent, or where the child-carer or parent has already made the information public.

5.1 Do we need Nanny/Babysitter consent?

We do not need the consent of child-carer if we use special categories of personal information in accordance with our written policy to carry out our legal obligations or exercise specific rights in the field of employment law. In limited circumstances, we may approach child-carer for their written consent to allow us to process certain particularly sensitive data. If we do so, we will provide child-carer with full details of the information that we would like and the reason we need it, so that child-carer can carefully consider whether they wish to consent. Child-carers should be aware that it is not a condition of their agreement with the Nanny and Babysitting Agency that they agree to any request for consent from us.

6. Information about criminal convictions:

We envisage that we will hold information about criminal convictions.

We will only collect information about criminal convictions if it is appropriate given the nature of the role and where we are legally able to do so, which includes but is not limited to Disclosure and Barring Service ("DBS") checks. Where appropriate, we will collect information about criminal convictions as part of the recruitment process or we may be notified of such information directly by you in the course of you working for us. We will use information about criminal convictions and offences in the following ways:

- To conduct a DBS check on each child-carer, to record the date of the DBS check, the number of the DBS check and the name of the body conducting the DBS check.
- To ensure our parents and clients/hotels have the relevant information to make an informed recruitment decision about accepting the Nanny/Babysitter that will be working in their private home/premises.

We are allowed to use your personal information in this way to carry out our obligations. We have in place an appropriate policy and safeguards which we are required by law to maintain when processing such data.

Less commonly, we may use information relating to criminal convictions where it is necessary in relation to legal claims, where it is necessary to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where a child-carer, a parent or a client/hotel as is relevant to the circumstances, has already made the information public.

7. Data sharing

In order to fulfil our contractual agreement with our parents, client/hotels and child-carers we need to share data with third parties consisting of parents, clients/hotels and child-carers.

7.1 Why might the agency share child-carer, child, clients/hotels and parent personal information with third parties?

We will share your personal information with third parties where required by law, where it is necessary to administer the working relationship with you or where we have another legitimate interest in doing so.

7.2 Which third-party service providers process my personal information?

"Third parties" includes third-party service providers (including contractors and designated agents), local authorities, regulatory bodies, schools and other entities within our group. The following third-party service providers process personal information about you for the following purposes:

- Regulatory bodies – for ensuring compliance and the safety and welfare of the children.
- Umbrella bodies – to process information regarding DBS certificates in a lawful and accurately manner.

7.3 What about other third parties?

We may share your personal information with other third parties, for example in the context of the possible sale or restructuring of the business. In this situation we will, so far as possible, share anonymised data with the other parties before the transaction completes. Once the transaction is completed, we will share your personal data with the other parties if and to the extent required under the terms of the transaction.

We may also need to share your personal information with a regulator or to otherwise comply with the law.

8. Retention of Data

8.1 How long will you use my information for?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting, or reporting requirements. Details of retention periods for different aspects of your personal information are available in our retention policy, which is available from the Nanny and Babysitting Agency Manager. To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. Once you are no longer a child-carer, parent, child or client/hotel benefiting from the Nanny and Babysitting Agency services we will retain and securely destroy your personal information in accordance with applicable laws and regulations.

9. Rights of access, correction, erasure and restriction

9.1 Your duty to inform us of changes

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

9.2 Your rights in connection with personal information

Under certain circumstances, by law you have the right to:

- **Request access** to your personal information (commonly known as a “data subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- **Request correction** of the personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- **Request erasure** of your personal information. This enables child-carers, parents and clients/hotels to ask us to delete or remove personal information where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- **Object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- **Request the restriction of processing** of your personal information. This enables child-carers, parents and clients/hotels as is appropriate, to ask us to suspend the processing of personal information about you for example if you want us to establish its accuracy or the reason for processing it.
- **Request the transfer** of your personal information to another party.

If you want to review, verify, correct or request the removal of your personal information, object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Nanny and Babysitting Agency Manager in writing.

9.3 No fee usually required

You will not have to pay a fee to access your personal information (or to exercise any of the other rights).

9.4 What we may need from you

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

9. Right to withdraw consent

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw your consent for that specific processing at any time. To withdraw your consent, please contact the Data Control Manager. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so in law.

10. Changes to this privacy notice

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.

If you have any questions about this privacy notice, please contact the Data Control Manager at Dream Nannies Ltd

Reviewed on: January 2020

Signed on behalf of the Agency: *D Kireni*

Next review date: January 2021