

Privacy notice

ICO generated – general business

Nanny Tech Ltd t/a Juggle customer privacy notice

This privacy notice tells you what to expect us to do with your personal information.

Contact details

Email

hello@juggle.co.uk

What information we collect, use, and why

We collect or use the following information to **provide services and goods, including delivery**:

- Names and contact details
- Addresses
- Date of birth
- Purchase or account history
- Account information
- Website user information (including user journeys and cookie tracking)
- Photographs or video recordings
- Records of meetings and decisions
- Identification documents
- Information relating to compliments or complaints

We collect or use the following information for **the operation of customer accounts and guarantees**:

- Names and contact details
- Addresses
- Purchase history
- Account information, including registration details
- Information used for security purposes
- Marketing preferences

We collect or use the following information for **service updates or marketing purposes**:

- Names and contact details
- Addresses
- Marketing preferences
- Location data
- Recorded images, such as photos or videos
- Purchase or viewing history
- Website and app user journey information
- Records of consent, where appropriate

We collect or use the following information to **comply with legal requirements**:

- Name
- Contact information
- Identification documents
- Financial transaction information

We collect or use the following information for **recruitment purposes**:

- Contact details (eg name, address, telephone number or personal email address)
- Date of birth
- National Insurance number
- Copies of passports or other photo ID
- Employment history (eg job application, employment references or secondary employment)
- Education history (eg qualifications)
- Right to work information
- Details of any criminal convictions (eg Disclosure Barring Service (DBS), Access NI or Disclosure Scotland checks)

Lawful bases

Our lawful bases for collecting or using personal information to **provide services and goods** are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:
 - Information from families and nannies using the is required for them to contractually engage with each other and for the regular contractual arrangements between them to occur.
- Vital interests

Our lawful bases for collecting or using personal information for **the operation of customer accounts and guarantees** are:

- Consent

- Contract
- Legal obligation
- Legitimate interest:
 - Information from families and nannies using the is required for them to contractually engage with each other and for the regular contractual arrangements between them to occur.
- Vital interests

Our lawful bases for collecting or using personal information for **service updates or marketing purposes** are:

- Consent

Our lawful bases for collecting or using personal information for **legal requirements** are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:
 - Information from families and nannies using the is required for them to contractually engage with each other and for the regular contractual arrangements between them to occur.
- Vital interests

Our lawful bases for collecting or using personal information for **recruitment purposes** are:

- Consent
- Contract
- Legal obligation
- Legitimate interest:

- Information from families and nannies using the is required for them to contractually engage with each other and for the regular contractual arrangements between them to occur.

- Vital interests

Where we get personal information from

- People directly

How long we keep information

RETENTION SCHEDULE FOR NANNY TECH LTD T/A JUGGGLE

Operational Area: Operations

Retention Schedule Version Number: Version Number 1

Date Agreed and Signed: 16/06/2024

Date to be reviewed: The earlier of either 16/06/2025 or when any changes are to be made

Signed:

A handwritten signature in black ink, appearing to be 'Dah' or similar, written in a cursive style.

Reference Number	Description of Records	Disposal Decision	Minimum Retention Period	Event Triggering Disposal Action	Disposal Timing	Signed By	Date Signed
MC1	Name, address, contact details, responses to questionnaire from mail chimp waiting list	Destroy / Transfer to Archives / Reconsider	1 year	Annual review of data records	Within 6 months	K Peck	16/06/2024
Ops1	<p>Parents using the app Name Address Contact details Children's names and preferred names Children's addresses Children's dates of birth Children's school Copy contracts held with nannies Contract details of contracts held with nanny</p> <p>Nannies using the app Name Address Contact details Employment history DBS details Driving licence information and documents Right to work information Driving documents and details ID documents and details Payment links for families to arrange payment to them eg Paypal Internal and external qualifications and training docs and details National insurance number HMRC docs and details such as P45 from previous employer, P60 from current employer</p>	Destroy / Transfer to Archives / Reconsider	1 year	Annual review of data records	Within 6 months	K Peck	16/06/2024

Who we share information with

Data processors

Payroll services provider

This data processor does the following activities for us: Processing payroll

Legal and professional consultants

This data processor does the following activities for us: Checking and advising on contracts between families and nannies

Server and data holding service providers

This data processor does the following activities for us: holding cloud based information for all our operations

Others we share personal information with

- Organisations we need to share information with for safeguarding reasons
- Professional or legal advisors
- Financial or fraud investigation authorities
- Relevant regulatory authorities
- External auditors or inspectors
- Professional consultants
- Organisations we're legally obliged to share personal information with
- Emergency services (where necessary)

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal data.

Your right to rectification - You have the right to ask us to rectify personal data you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal data in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal data in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal data in certain circumstances.

Your right to data portability - You have the right to ask that we transfer the personal data you gave us to another organisation, or to you, in certain circumstances.

Your right to withdraw consent – When we use consent as our lawful basis you have the right to withdraw your consent.

You don't usually need to pay a fee to exercise your rights. If you make a request, we have one calendar month to respond to you.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

How to complain

If you have any concerns about our use of your personal data, you can make a complaint to us using the contact details at the top of this privacy notice.

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>

Last updated

16 June 2024