Privacy & Cookie Policy

Nest & Bloom Childcare Ltd | London & Surrey

1. Who we are

Nest & Bloom Childcare Ltd ("Nest & Bloom", "we", "us") is a nanny recruitment and introduction agency operating in London and Surrey. We introduce candidates to families for permanent and long-term childcare roles; we do not employ the nannies we introduce.

For personal information we collect and determine how to use, we act as data controller. Contact: hello@nestandbloomchildcare.co.uk. Website: nestandbloomchildcare.co.uk.

2. Information we collect

From families: names, contact information, address or area, childcare requirements, children's ages and relevant care needs, communications, and placement/payment records. Please only provide sensitive information about a child when necessary for safe and appropriate matching.

From nanny candidates: contact details, CV, work history, qualifications, availability, references, right-to-work information, safeguarding and DBS-related information where appropriate, and interview notes.

From website visitors: form submissions and technical information such as IP address, device/browser details and cookie choices; analytics information is collected where enabled and permitted.

We may receive information from referees, families, candidates, service providers and publicly available professional sources where relevant.

3. Why we use information and lawful bases

We use information to respond to enquiries, assess requirements, identify and introduce suitable candidates, conduct appropriate checks, administer placements and payments, maintain records, handle complaints, protect safeguarding interests and comply with legal obligations.

Our lawful bases depend on the activity: steps before entering a contract or performance of a contract; legitimate interests in providing a safe, effective recruitment service and operating our business; compliance with legal obligations; and consent where required (including certain marketing and optional cookies). We assess and balance legitimate interests against individual rights.

Where special-category information is necessary, we identify an additional lawful condition under UK GDPR Article 9. Criminal-offence information, including DBS details, is handled only where a separate lawful basis and applicable legal condition permit it. We do not rely on a general consent statement as authority to process all sensitive data.

4. Who receives information

We may share relevant candidate profiles with prospective family clients and relevant family requirements with candidates to facilitate introductions, using appropriate transparency and safeguards. We may also disclose information to reference providers, vetting services, professional advisers, payment providers, our website/hosting and email providers, and public authorities where necessary or required.

We do not sell personal information. We limit disclosure to information reasonably necessary for the relevant purpose.

5. International transfers

Some technology providers may process personal data outside the UK. Where a restricted transfer occurs, we use an applicable adequacy arrangement or other legally recognised safeguard, as appropriate, and provide further details on request.

6. How long we keep information

We keep personal data only as long as reasonably necessary for recruitment, safeguarding, contractual, legal and record-keeping purposes. Family records are generally retained for up to three years after last engagement; active nanny records for up to three years after last meaningful contact; unsuccessful applications generally for six months; and accounting records as required by tax law, often six years or longer. Disputes, safeguarding or legal duties may require longer retention.

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

7. Marketing

We may send promotional emails only where permitted by applicable UK electronic marketing rules, including where consent is required. Every marketing message will provide a way to unsubscribe. Service-related messages about an active enquiry or placement are separate from marketing.

8. Cookies and similar technologies

Essential cookies support website operation and security. Optional cookies may be used for analytics, advertising or preferences, depending on which features are enabled. Where consent is required, these cookies require your agreement before they can be used.

Our website is hosted by Wix. Wix analytics, Google Analytics or Meta advertising tools may be used if enabled. Cookies, providers and lifespans depend on the features in use. For details, contact hello@nestandbloomchildcare.co.uk.

Where website consent controls are available, you can accept or reject optional cookies and change your choices. You can also block or delete cookies in your browser settings; this may affect website features.

9. Your data protection rights

Depending on the circumstances, you may have rights to access, rectify, erase, restrict or transfer your information, object to certain processing, and withdraw consent without affecting earlier lawful processing. Contact hello@nestandbloomchildcare.co.uk to make a request. We normally respond within one month, subject to lawful extensions and exceptions.

You can complain to the UK Information Commissioner's Office at ico.org.uk if you have concerns about our use of personal information.

10. Security and breaches

We use proportionate organisational and technical safeguards, including controlled access to records and appropriate provider security. No system is completely risk-free.

Where a personal data breach is likely to result in a risk to individuals' rights and freedoms, we report it to the ICO without undue delay and, where feasible, within 72 hours of becoming aware of it. Where a breach is likely to result in a high risk, we inform affected individuals without undue delay, subject to applicable exceptions.

11. Children's information

Families may provide limited information about children to help us understand childcare requirements and assess appropriate candidates. We ask families to avoid sending unnecessary medical or other sensitive details through initial enquiry forms. Additional information will be handled with enhanced care where appropriate.

12. Third-party websites and updates

Links to third-party sites are governed by those providers' own notices. We may update this policy to reflect changes in our practices, suppliers or the law, and will show the effective date when an updated version is published.

13. Contact

Nest & Bloom Childcare Ltd
Email: hello@nestandbloomchildcare.co.uk
Website: nestandbloomchildcare.co.uk
Registered in England and Wales