



PRIVACY POLICY

Savernake Nannies ("We") are committed to protecting and respecting your privacy.

This policy (together with our terms of use and any other documents referred to on it) sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the Data Protection Act 1998 (the "Act"), the data controller is Debbie Wordley. Debbie Wordley is trading as Savernake Nannies.

INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- Information that you provide by filling in forms on our site <http://www.savernakenannies.co.uk/> ("Our Site"). This includes information provided at the time of registering to use Our Site, subscribing to our service or requesting further services. We may also ask you for information when you report a problem with Our Site.
- If you contact us, we may keep a record of that correspondence.
- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.
- Details of your visits to Our Site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

IP ADDRESSES

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

COOKIES

We do not use cookies to collect information about users of our web site.

All information you provide to us is stored on our secure servers. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to Our Site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.



USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- To ensure that content from Our Site is presented in the most effective manner for you and for your computer.
- To provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes.
- To carry out our obligations arising from any contracts entered into between you and us.
- To allow you to participate in interactive features of our service, when you choose to do so.
- To notify you about changes to our service.

If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about the services similar to those which were the subject of a previous sale to you. If you are a new customer, and where we permit selected third parties to use your data, we (or they) will contact you by electronic means only if you have consented to this.

If you do not want us to use your data in this way, or to pass your details on to third parties for marketing purposes, please contact us at debbie@savernakenannies.co.uk.

DISCLOSURE OF YOUR INFORMATION

We may disclose your personal information to third parties:

- In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets.
- If Homeorganisers or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use and other agreements; or to protect the rights, property, or safety of Savernake Nannies, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes.



You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data. You can also exercise the right at any time by contacting us at debbie@savernakenannies.co.uk.

ACCESS TO INFORMATION

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

CHANGES TO OUR PRIVACY POLICY

Any changes we may make to our privacy policy in the future will be posted on this page and, where appropriate, notified to you by e-mail.

CONTACT

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to debbie@savernakenannies.co.uk.

ACCEPTABLE USE POLICY

This acceptable use policy sets out the terms between you and us under which you may access our website <http://www.savernakenannies.co.uk> (“**Our Site**”). This acceptable use policy applies to all users of, and visitors to, Our Site.

Your use of Our Site means that you accept, and agree to abide by, all the policies in this acceptable use policy, which supplement our terms of website use.

<http://www.savernakenannies.co.uk/> is a site operated by Debbie Wordley trading as Savernake Nannies. (“**we**” or “**us**”).

PROHIBITED USES

You may use Our Site only for lawful purposes. You may not use Our Site:

- In any way that breaches any applicable local, national or international law or regulation.
- In any way that is unlawful or fraudulent, or has any unlawful or fraudulent purpose or effect.
- For the purpose of harming or attempting to harm minors in any way.



- To send, knowingly receive, upload, download, use or re-use any material which does not comply with our content standards.
- To transmit, or procure the sending of, any unsolicited or unauthorised advertising or promotional material or any other form of similar solicitation (spam).
- To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.

You also agree:

- Not to reproduce, duplicate, copy or re-sell any part of Our Site in contravention of the provisions of our terms of website use.
- Not to access without authority, interfere with, damage or disrupt:
 - any part of Our Site;
 - any equipment or network on which Our Site is stored;
 - any software used in the provision of Our Site; or
 - any equipment or network or software owned or used by any third party.

We will determine, in our discretion, whether there has been a breach of this acceptable use policy through your use of Our Site. When a breach of this policy has occurred, we may take such action as we deem appropriate.

Failure to comply with this acceptable use policy constitutes a material breach of the terms of use upon which you are permitted to use Our Site, and may result in our taking all or any of the following actions:

- Immediate, temporary or permanent withdrawal of your right to use Our Site.
- Immediate, temporary or permanent removal of any posting or material uploaded by you to Our Site.
- Issue of a warning to you.
- Legal proceedings against you for reimbursement of all costs on an indemnity basis (including, but not limited to, reasonable administrative and legal costs) resulting from the breach.
- Further legal action against you.



- Disclosure of such information to law enforcement authorities as we reasonably feel is necessary.

We exclude liability for actions taken in response to breaches of this acceptable use policy. The responses described in this policy are not limited, and we may take any other action we reasonably deem appropriate.

CHANGES TO THE ACCEPTABLE USE POLICY

We may revise this acceptable use policy at any time by amending this page. You are expected to check this page from time to time to take notice of any changes we make, as they are legally binding on you. Some of the provisions contained in this acceptable use policy may also be superseded by provisions or notices published elsewhere on Our Site.

EQUAL OPPORTUNITIES POLICY

Savernake Nannies ("We") are committed to protecting and respecting equal opportunities.

We are committed to promoting equal opportunities both as an employer and as provider of services. At Savernake Nannies we make every effort to prevent discrimination or other unfair treatment against any of our staff, potential staff or users of our services, regardless of gender, race, colour, nationality, ethnic or national origins, marital status, family circumstances, disability, sexual orientation, age, trade union activity, political or religious belief, Savernake Nannies is opposed to racist and sexist practices and attitudes and is committed to translating this into all aspects of its everyday work.

Savernake Nannies is committed to developing and maintaining working environments and practices which ensure equality of opportunity in recruitment selection.

Discriminatory attitudes or behaviour are unacceptable at any time and commitment to equal opportunities is a requirement of all Savernake Nannies staff.

At Savernake Nannies, we are committed to providing services which are relevant, attractive and accessible to all those who might wish to use them. Staff are required to be fully aware of the responsibilities in this respect and to ensure that systems of referral to our services do not operate to exclude or discourage participation, and that our employees are welcoming and attractive to all potential clients.



COMPLAINTS POLICY

Savernake Nannies are committed to providing a high level of service to all our clients and nannies. We recognise, however, that there may be occasions when you feel that you have cause for complaint. If you do not receive satisfaction from us we need you to tell us about it. We aim to resolve any complaints quickly and efficiently. All complaints will be dealt with sensitively to ensure that the standard of service provided by Savernake Nannies is maintained at a high level.

Firstly: Informal complaint: It is in everyone's interest that complaints are resolved at the earliest possible stage. Savernake Nannies believe the majority of complaints can be resolved satisfactorily on an informal basis. If you wish to make a complaint about our services please contact Debbie on 07393572320

Secondly: Formal complaint: If you are dissatisfied with the response please submit a written statement of complaint as soon as possible to debbie@savernakenannies.co.uk
The complaint will be recorded and investigated, and a written response will be sent within 14 working days.

Savernake Nannies always respect your confidentiality