

CHILDREN MATTER AGENCY Ltd

Data protection and privacy policy

This website is operated by CHILDREN MATTER AGENCY. The privacy of our users is extremely important to us and therefore we encourage all users to read this policy very carefully because it contains important information regarding:

- who we are;
- how and why we collect, store, use and share personal information;
- your rights in relation to your personal information; and
- how to contact us and supervisory authorities in the event that you have a complaint.

Who we are

CHILDREN MATTER AGENCY ('we' or 'us') collect, use and are responsible for storing certain personal information about you. When we do so, we are regulated under the General Data Protection Regulation which apply across the European Union (including the United Kingdom) and we are responsible as a 'controller' of that personal information for the purposes of those laws.

The personal information we collect and use

The Company will comply with the following data protection principles when processing personal information:

we will process personal information lawfully, fairly and in a transparent manner; we will collect personal information for specified, explicit and legitimate purposes only, and will not

process it in a way that is incompatible with those legitimate purposes; we will only process the personal information that is adequate, relevant and necessary for the relevant purposes; we will keep accurate and up to date personal information, and take reasonable steps to ensure that inaccurate personal information are deleted or corrected without delay; we will keep personal information in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the information is processed; and we will take appropriate technical and organisational measures to ensure that personal information are kept secure and protected against unauthorised or unlawful processing, and against accidental loss, destruction or damage.

Personal information you provide to us

We collect the following personal information that you provide to us:

- Name
- Contact information including email address, address and telephone number
- Demographic information such as postcode, preferences and interests
- Other information relevant to your application or registration with Children Matter Agency

Some examples of when we collect this information include:

When filling out an application form online and when registering on our website

We require this information to understand your needs and provide you with a better service for the recruitment services for which Children Matter Agency Ltd. exists, and in particular for the following reasons:

- Internal record keeping.
- To improve our service to you.
- To periodically contact you with regard to the services for which you have registered.

Sensitive personal information

Sensitive personal information includes any information which relates to the following:

- your genetic data;
- your biometric data;
- your ethnic origin;
- your religious beliefs;
- your physical or mental health or condition;
- your sexual orientation; and
- whether you have committed a criminal offence.

We may request that you provide sensitive information, but if we do, we will in every instance explain why we are requesting it and how we intend to use it. We will only collect your sensitive personal information with your explicit consent.

Personal information you provide about third parties

If you give us information about another person, you confirm that the other person has appointed you to act on their behalf and agreed that you:

- shall consent on their behalf to the processing of their personal data;
- shall receive any data protection notices on their behalf;
- shall consent on their behalf to the transfer of their personal data abroad; and
- shall consent on their behalf to the processing of their sensitive personal data.

We are working closely with third parties including professional advisors, job boards and partner agencies. We may receive information about you from them for the purposes of our recruitment services and ancillary support services.

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online. We will never share this information with any third party unless you have expressly given us permission.

Monitoring and recording communications

We may monitor and record communications with you (such as telephone conversations and emails) for the purpose of quality assurance, training, and compliance.

Cookies and similar technologies

A cookie is a small text file which is placed onto your computer or electronic device when you access our website. Similar technologies include web beacons, action tags, local shared objects ('flash cookies') and single-pixel gifs. Such technologies can be used to track users' actions and activities, and to store information about them. We use these cookies and/or similar technologies on this website.

The following examples illustrate how we may use cookies to monitor and/or collect the following information:

We use Google Analytics to analyse the use of our website and to identify which pages are being used. Again this information is gathered by means of cookies. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. This information relating to our website is used to create reports about the use of our website. Google's privacy policy is available at: policies.google.com/privacy

This information helps us to build a profile of our users. Some of this information may be aggregated or statistical, which means that we will not be able to identify you individually.

On the first occasion that you use our site we will ask whether you consent to our use of cookies. If you do not, cookies will not be used. Thereafter you can opt-out of using cookies at any time or you can set your browser not to accept cookies and the websites below tell you how to remove cookies from your browser. However, some of our website features may not function as a result.

For further information on our use of cookies, please see our Website cookie policy.

For further information on cookies generally visit www.aboutcookies.org or www.allaboutcookies.org.

Website registration

If you choose to register online for the services offered by Children Matter Agency, personal details submitted will automatically be emailed to us and on receipt those details will be manually added to our internal office database. This database is securely protected by encryption and will only be accessed by employees of Children Matter Agency for the purposes of placement

Candidates who register for jobs on the website, agree to our storing their personal data, and at the interview stage, the sharing of their name and telephone number with future employers. If the candidate gets and accepts a job offer the future employer will receive all the personal data the candidate has submitted for their job application.

We will keep a copy of all candidate's personal submitted data for a maximum of 10 years, after which time we will delete that data. If we place a candidate we will keep

that data indefinitely, or until we are notified by the candidate that they have left that employment. If you wish us to delete that data earlier please notify us either in person, writing or by email, information for which can be found in the section 'Controlling your personal information', below.

Clients, who register for our services on the website, agree to our storing their personal data, and at the interview stage, the sharing of their name and address with their potentially future child carer. Should the client agree to employing a candidate then that candidate will receive all the data the client has submitted to engage.

If a client enquiry doesn't result in the employment of a candidate, we delete all their personal data after 6 months, apart from a copy of the letter we mail to the client at the start of the engagement of our services - which typically only includes their name and address.

If we place a candidate with a client we will keep a copy of all that client's personal submitted data indefinitely, or until we are notified by the client that they no longer employ the use of a candidate supplied by Children Matter Agency. If you are not happy with this process please notify us either in person, writing or by email, information for which can be found in the section 'Controlling your personal information', below.

Marketing

You will receive marketing communications from us if you have:

requested information from us or registered with us as a candidate or client; or if you provided us with your details and ticked the box at the point of entry of your details for us to send you marketing communications; and in each case, you have not opted out of receiving that marketing.

We will get your express opt-in consent before we share your Personal Data with any third party for marketing purposes.

You can ask us or third parties to stop sending you marketing messages at any time by emailing us

We will ask whether you would like us to send you marketing messages on the first occasion that you provide any relevant contact information (i.e. on purchase, signing up to a newsletter, entering a competition etc). If you do opt in to receive such marketing from us you can opt out at any time (see 'What rights do you have?' below for further information). If you have any queries about how to opt out, or if you are receiving messages you do not want you can contact us using the details provided below.

How long your personal information will be kept

Clients require domestic staff services for an average of 10 years (a client will require childcare for their children until an age where being left alone will not put them at risk, certain government departments put this age at 13. Clients may have multiple children and a child under the age of 16 may not be suitable to care for a younger sibling). Therefore it is reasonable to maintain Client records for 10 years to ensure the Company is able to swiftly and accurately assist the Client with the employee placement or payroll service they require. Clients who have requested housekeeper or carer services require these services for the period of time they have a home to maintain, or in the case of vulnerable adults, the period of time they remain in their homes, employees in the UK remain with a single employer for an average of 9 months. Therefore the Company's clients frequently require the staff to be replaced. It is therefore reasonable to maintain Client records for 10 years from the most recent contact with the company requesting services, in line with other services provided by the Company.

Should the Client request their information be removed from any Company databases they must do so via email and they will be notified that all services and correspondence will be ceased. Should they wish to register for services again they will be required to complete registration documents again, thereby providing personal data to ensure the Company is able to efficiently service their needs.

The Company must maintain records of Candidates for the purpose of assisting the Candidate in their job search. Candidates require assistance with their job search for an average of 10 years. Therefore it is reasonable to maintain records of employment history, date of birth, contact details, and any other information required for the purpose of successfully obtaining employment for the Candidate will be recorded securely to ensure the Company is able to swiftly and efficiently assist the Candidate in their job search for 10 years.

Should the Candidate request their information is deleted from Company databases they must do so via email request and they will be notified that all services and correspondence will be ceased. Should they wish to register for services again they will be required to complete registration documents again, thereby providing personal data to ensure the Company is able to efficiently service their needs.

Reasons we can collect and use your personal information

We rely on the following as the lawful basis on which we collect and use your personal information:

- (1). consent;
- (2). contract;
- (3). legal obligation;

(4). vital interests;

(5). public task;

(6). legitimate interests;

(a). The legitimate interests relied upon are as follows:

The information is necessary for Children Matter Agency to provide our services to clients and provide placements for nannies

The basis upon which we process your sensitive information (i.e. special category as defined in the GDPR) is:

(1). for employment, social security or social protection reasons;

(2). that it is necessary for any relevant legal claims or judicial acts;

(3). it is necessary for reasons of substantial public interest;

(4). it is for relevant archiving, research and statistical data in the public interest.

Keeping your information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We will also use technological and organisation measures to keep your information secure. These measures may include the following examples: User account access is controlled by a unique user name and password

We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Indeed, while we will use all reasonable efforts to secure your personal data, in using the site you acknowledge that the use of the internet is not entirely secure and for this reason we cannot guarantee the security or integrity of any personal data that are transferred from you or to you via the internet. If you have any particular concerns about your information, please contact us using the details below.

Transfers of your information out of the EEA

We will not transfer your personal information outside of the EEA at any time.

Children and the validity of consent

Where we obtain consent from any user we will take reasonable steps to ascertain whether the user is over 13 years of age and whether the child is sufficiently informed to give valid consent. If the user is not, parental consent will be required to provide consent for the processing of any personal information.

What rights do you have?

Under the General Data Protection Regulation you have a number of important rights free of charge. In summary, those include rights to:

- fair processing of information and transparency over how we use your personal information
- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address

- require us to correct any mistakes in your information which we hold
- require the erasure of personal information concerning you in certain situations
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations
- object at any time to processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information
- otherwise restrict our processing of your personal information in certain circumstances
- claim compensation for damages caused by our breach of any data protection laws

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individual's rights under the General Data Protection Regulations (<http://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>)

If you would like to exercise any of these rights please:

- email, call or write to us
- let us have enough information to identify you
- let us have proof of your identity (a copy of your driving license, passport or a recent credit card/utility bill)
- let us know the information to which your request relates

From time to time we may also have other methods to unsubscribe (opt-out) from any direct marketing including for example, unsubscribe buttons or web links. If such are offered, please note that there may be some period after selecting to unsubscribe in which marketing may still be received while your request is being processed.

How to complain

We hope that we can resolve any query or concern you raise about our use of your information.

The General Data Protection Regulation also gives you right to lodge a complaint with a supervisory authority, in particular in the European Union (or European Economic Area) state where you work, normally live or where any alleged infringement of data protection laws occurred. The supervisory authority in the UK is the Information Commissioner who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

Changes to the privacy policy

This privacy policy was published on 12th January 2021 and last updated on 1st February 2021.

We may change this privacy policy from time to time. You should check this policy occasionally to ensure you are aware of the most recent version that will apply each time you access this website. We will also attempt to notify users of any changes.

Contacting us

If you have any questions about this policy or the information we hold about you, please contact us by:

e-mail: info@childrenmatteragency.co.uk

or

telephone: [+442034887944](tel:+442034887944)

Calls will be answered at the following times:

Monday - Friday 0900 - 17:30

We may record calls for quality and training purposes.