

Privacy Policy

Data Protection Legislation – refers to all applicable privacy and data protection laws including (i) the General Data Protection Regulation ((EU) 2016/679), the Data Protection Act 2018 and any further or additional national implementing laws, regulations and secondary legislation in England and Wales relating to the processing of Personal Data and the privacy of electronic communications, as amended, replaced or updated from time to time, including the Privacy and Electronic Communications Directive (2002/58/EC) and the Privacy and Electronic Communications (EC Directive) Regulations 2003 (SI 2003/2426).

Introduction

We respect your privacy and are committed to protecting your personal data. This privacy policy will inform you as to how we look after your personal data and tell you about your privacy rights and how the law protects you.

Complaints

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Personal Data we collect:

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).

We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- Identity data (including your first name, last name, marital status, title, gender and multimedia images);
- Contact data (including your billing address, delivery address, email address, telephone contact numbers and social media contact information);
- Financial Data (including bank account and payment card details);
- Transaction Data (including details about payments to and from you and other details of products and services you have purchased from us);
- Technical Data (including internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website);
- Profile data (includes your username and password, purchase history, preferences, feedback and survey responses);
- Usage Data (including information about how you use our website, products and services);
- Marketing and Communications data (including your preferences in receiving marketing from us and/or third parties and your communications preferences);

We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data could be derived from your personal data but is not considered personal data in law as this data will not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy policy.

We do not collect any Special Categories of Personal Data about you (this includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health, and genetic and biometric data). Nor do we collect any information about criminal convictions and offences.

How do we collect your data?

You directly provide Our Company with most of the data we collect. We collect data and process data when you:

- Register online or place an order for any of our products or services.
- Voluntarily complete a customer survey or provide feedback on any of our message boards or via email.
- Use or view our website via your browser's cookies.
- Through social media campaigns.

Our company may also receive your data indirectly from the following sources:

- Another of the companies under our umbrella of the "Northern Group"

How will we use your data?

Our company collects your data so that we can:

- Process your order, manage your account
- Email you with special offers on other products and services we think you might like

If you agree, our company will share your data with our partner companies so that they may offer you their products and services.

- The Northern Nanny Ltd
- Skittlebyte
- The Serviced Accommodation Company
- The Northern Housekeeper

When our company processes your order, it may send your data to, and also use the resulting information from credit reference agencies to prevent fraudulent purchases.

Data retention

How long will we use your personal data for?

We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you.

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, regulatory, tax, accounting or other requirements.

By law we have to keep basic information about our members (including Contact, Identity, Financial and Transaction Data) for six years after they cease being members for tax purposes.

In some circumstances you can ask us to delete your data: see [your legal rights](#) below for further information.

In some circumstances we will anonymise your personal data (so that it can no longer be associated with you) for research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

If you have agreed to receive marketing, you may always opt out at a later date.

You have the right at any time to stop Our Company from contacting you for marketing purposes or giving your data to other members of Our Company group.

What are your data protection rights?

Our company would like to make sure you are fully aware of all of your data protection rights.

Every user is entitled to the following:

- **The right to access** - You have the right to request Our Company for copies of your personal data. We may charge you a small fee for this service.
- **The right to rectification** - You have the right to request that Our Company correct any

information you believe is inaccurate. You also have the right to request Our Company to complete information you believe is incomplete.

- **The right to erasure** - You have the right to request that Our Company erase your personal data, under certain conditions.
- **The right to restrict processing** - You have the right to request that Our Company restrict the processing of your personal data, under certain conditions.
- **The right to object to processing** - You have the right to object to Our Company's processing of your personal data, under certain conditions.
- **The right to data portability** - You have the right to request that Our Company transfer the data that we have collected to another organization, or directly to you, under certain conditions.

If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us at our email:

- **Call us at:** 07576885943
- **Or write to us:** Unit 3J Brighthouse Road, Riverside Park Industrial Estate. Middlesbrough. TS2 1RT

What are cookies?

Cookies are text files placed on your computer to collect standard Internet log information and visitor behavior information. When you visit our website, we may collect information from you automatically through cookies or similar technology.

For further information, visit: allaboutcookies.org

How do we use cookies?

Our Company uses cookies in a range of ways to improve your experience on our website, including:

- Keeping you signed in
- Understanding how you use our website
- [Add any uses your company has for cookies]

What types of cookies do we use?

There are a number of different types of cookies, however, our website uses:

We use cookies and/or other similar technologies such as tracking GIFs, either alone or in combination with each other to create a unique device ID.

We use the following types of cookies:

- **Strictly necessary cookies.** These are cookies that are required for the operation of our website and under our terms with you. They include, for example, cookies that enable you to log into the secure areas of our website, use a shopping cart or make use of e-billing services.
- **Analytical/performance cookies.** They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us for our legitimate interests of improving the way our website works, for example, by ensuring that users are finding what they are looking for easily.
- **Functionality cookies.** These are used to recognise you when you return to our website. This enables us, subject to your choices and preferences, to personalise our content, greet you by name and remember your preferences (for example, your choice of language or region).

Functionality - Our Company uses these cookies so that we recognize you on our website and remember your previously selected preferences. These could include what language you prefer and location you are in. A mix of first-party and third-party cookies are used.

Advertising - Our Company uses these cookies to collect information about your visit to our website, the content you viewed, the links you followed and information about your browser, device, and your IP address. Our Company sometimes shares some limited aspects of this data with third parties for advertising purposes. We may also share online data collected through cookies with our advertising partners. This means that

when you visit another website, you may be shown advertising based on your browsing patterns on our website.

How to manage cookies

You can set your browser to not accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The Our Company website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.

Changes to our privacy policy

Our Company keeps its privacy policy under regular review and places any updates on this web page. This privacy policy was last updated on 5th December 2019.

How to contact us:

If you have any questions about Our Company's privacy policy, the data we hold on you, or you would like to exercise one of your data protection rights, please do not hesitate to contact us.

Email us at: hello@thenorthernnanny.com

Call us: 07576885943

Write to us at: Unit 3J Brighthouse Road, Riverside Park Industrial Estate, Middlesbrough, TS2 1RT

How to contact the appropriate authority

Should you wish to report a complaint or if you feel that Our Company has not addressed your concern in a satisfactory manner, you may contact the Information Commissioner's Office.

Sign Here: _____