

Who we are

Mamavon Ltd supplies contractors to families and is the data controller for the personal information described in this notice.

Company number: 17377105

Correspondence address: 17 Whittingham Lane, Broughton, Preston, PR3 5DA

Website: mamavon.co.uk | Email: contact@mamavon.co.uk | Phone: 07871 023439

1. Information we collect

We collect only the information needed to match contractors with families, manage assignments and meet our legal duties.

- Contractors: contact details, CV, work history, qualifications, references, availability and fee expectations.
- Checks: identity, right-to-work documents, DBS or overseas police checks and relevant training records.
- Families: contact and billing details, household requirements, schedules and relevant information about family members or children.
- Referees: contact details, relationship to the contractor and reference information.
- Website users: IP address, browser information and cookie data.

We may also process health or other sensitive information where it is relevant, lawful and necessary.

2. How we collect information

We usually collect information directly from you by website form, email, telephone, application form or interview. We may also receive information from referees, former employers, families, screening providers, public authorities and professional bodies.

3. How we use information

- Assess contractors and match them with suitable families.
- Arrange interviews, placements and assignments.
- Check identity, qualifications, references and the right to work.
- Carry out lawful safeguarding and background checks.
- Manage contracts, invoices, payments, complaints and records.
- Meet legal, tax, accounting and regulatory obligations.
- Protect our business, families, contractors and other individuals.

4. Our lawful bases

We process personal information where necessary to perform or prepare a contract, pursue our legitimate business interests, comply with the law, protect vital interests or act with consent. Sensitive and criminal record information is processed only where an additional legal condition applies.

5. Sharing information

Where necessary, we may share relevant information with families, contractors, referees, former employers, screening and DBS providers, professional advisers, insurers, IT and payment providers, HMRC, the Home Office, regulators, courts, law-enforcement agencies and safeguarding bodies.

Important

We share only information that is reasonably necessary. We do not sell personal information for marketing.

6. International transfers

If information is sent outside the UK, we will use an approved safeguard or another lawful transfer method where required.

7. How long we keep information

We keep information only for as long as needed for recruitment, assignments, safeguarding, legal claims and tax or accounting duties. Retention periods depend on the type and sensitivity of the information. We securely delete or anonymise information when it is no longer required.

8. Security

We use appropriate technical and organisational measures to protect personal information. Access is limited to people who need it for their work and who are subject to confidentiality duties.

9. Website and cookies

Our website may use essential cookies and, with consent where required, analytics or similar cookies. You can manage non-essential cookies through our cookie controls or browser settings. Third-party websites have their own privacy notices.

10. Marketing

We may send information about our services where you have consented or the law otherwise allows it. You can opt out at any time by emailing contact@mamavon.co.uk or calling 07871 023439. Service messages about applications, assignments, invoices or contracts are not marketing.

11. Children's information

Because we supply contractors to families, we may process limited information about children where relevant to an assignment or safeguarding. It should be provided by a parent, guardian or authorised person. We do not use children's information for unrelated marketing.

12. Your rights

Depending on the circumstances, you may ask us to:

- give you a copy of your personal information;
- correct inaccurate or incomplete information;
- erase or restrict the use of information;
- provide certain information in a portable format;
- stop direct marketing or object to certain processing; and
- record the withdrawal of consent where consent is relied on.

These rights are subject to legal limits. We may ask for proof of identity before responding.

13. Complaints and contact

Contact Mamavon Ltd

Email: contact@mamavon.co.uk

Phone: 07871 023439

Address: 17 Whittingham Lane, Broughton, Preston, PR3 5DA

You may also complain to the Information Commissioner's Office: ico.org.uk/make-a-complaint or by calling 0303 123 1113.

14. Changes to this notice

We may update this notice when our services, legal duties or information-handling practices change. The latest version will be published at mamavon.co.uk.