

SUNNYNANNY PRIVACY POLICY



*In this policy, "we," "us," or "our" refers to **SunnyNanny Babysitting Agency** represented by Martina Stanley-Cary. This policy is designed to comply with the General Data Protection Regulation (GDPR) and outlines how we collect, use, and protect your personal data. We may review and update this policy to reflect changes in laws, technology, or our operations. The most recent version of this policy will govern how we handle your personal data.*

This policy was last updated in September 2024.

1. What Information We Collect

We collect personal data such as your name, identification document number, contact details (phone numbers, email addresses, home addresses). Additionally, we may gather non-personal information, such as IP addresses or browsing activity, through cookies and similar tracking technologies.

2. How We Collect It

We collect your personal data when you:

- Request or use our services
- Register with us
- Fill out surveys or questionnaires
- Enter competitions or events
- Interact with us via email, phone, or other means
- Provide services to us

You must ensure that if you provide information about someone else, you have their explicit consent to share their personal data.

3. Why We Collect It

The primary reason for collecting your personal data is to provide you with our services. We also collect data to:

- Improve our services
- Send marketing and promotional material, with your consent
- Personalize your experience

- Comply with legal obligations
- Investigate potential unlawful activities

If you choose not to provide certain information, we may be unable to offer you some services.

4. How We Use It

Your personal data may be used to:

- Provide the services you request
- Communicate with you about our products, services, and promotions
- Improve and manage our services
- Verify your identity
- Investigate complaints or suspected violations of our terms
- Comply with legal obligations

We will only use your data for these purposes with your consent or as required by law.

5. How We Disclose It

We may share your personal data with:

- Employees of SunnyNanny, where necessary to fulfil our services
- Third-party service providers, such as payment processors, marketing agencies, and IT support, under agreements that ensure GDPR compliance
- Legal authorities or enforcement bodies, when required by law
- Third parties involved in a business sale or transfer, under strict confidentiality
- Other parties with your explicit consent

6. Your Rights: Opting In and Out

You have the right to:

- **Opt-In:** At the time of data collection, you may be asked for explicit consent (opt-in) to receive marketing materials from us or third parties.
- **Opt-Out:** You may withdraw consent at any time by clicking "unsubscribe" in marketing emails or contacting us at info@sunnynanny.com.

Under GDPR, you also have the right to:

- Access your personal data

- Correct or update your personal data
- Request the deletion of your data ("right to be forgotten")
- Restrict or object to data processing
- Receive a copy of your data in a commonly used format ("data portability")
- Lodge a complaint with a supervisory authority if you believe your rights under GDPR have been violated

7. Data Security

We take reasonable steps to protect your personal data from unauthorized access, misuse, or loss, including firewalls, secure servers, and encryption. However, please be aware that no method of data transmission over the internet or via postal services is completely secure.

If you become aware of any misuse or unauthorized access to your data, please contact us immediately.

8. International Data Transfers

If your personal data is transferred outside the European Economic Area (EEA), we will ensure that appropriate safeguards are in place, such as standard contractual clauses, to protect your rights and privacy.

9. Account Inactivity and Deletion

In compliance with our data retention policies, all accounts that remain inactive for a period of **one month** will be automatically deleted. Inactivity is defined as no interaction with our services, including but not limited to login attempts, service requests, or communication with us.

Before deleting your account, we will send a notification via email to remind you of the upcoming deletion and offer you the option to keep your account active. Once deleted, all personal data associated with the account will be permanently removed from our systems, unless we are required by law to retain certain information.

If your account has been deleted and you wish to use our services again, you will need to re-register.

10. How to Contact Us

For any queries regarding this privacy policy or to exercise your GDPR rights, please contact us at:

Email: info@sunnynanny.com

Postal Address:

P.O.Box 54237

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