

Privacy Policy

Last updated: June 23, 2026

1. Information We Collect

We collect information that you provide directly to us, including:

- Account information (name, email, phone number)
- Application information, including family needs, caregiver experience, faith background, and references
- Household and caregiver profile information (photos, bio, experience, certifications, availability, and location details)
- Payment and membership information
- Communication data (messages and booking-related activity between families and caregivers)
- Device notification preferences for the Club Nanny app
- Usage data (how you interact with our platform)

2. How We Use Your Information

We use the information we collect to:

- Provide, maintain, and improve our services
- Review applications and process background-check or verification steps
- Process application fees, sitter application fees, and app membership payments through Stripe
- Connect families with nannies and sitters for matching and bookings
- Send you technical notices and support messages
- Send app notifications about requests, responses, bookings, and payments when enabled
- Respond to your comments and questions
- Detect, prevent, and address technical issues

3. Information Sharing

We do not sell your personal information. We may share your information in the following situations:

- With other users (families and caregivers can see relevant profiles and booking details, as appropriate)
- With service providers who assist us in operating our platform, including Stripe, hosting, email, notification, and background-check providers
- For legal compliance or to protect rights and safety
- In connection with a business transfer or merger

4. Data Security

We implement appropriate technical and organizational security measures to protect your personal information. However, no method of transmission over the Internet or electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your information, we cannot guarantee absolute security.

5. Your Rights

You have the right to:

- Access and receive a copy of your personal data

- Rectify inaccurate or incomplete data
- Request deletion of your personal data
- Object to processing of your personal data
- Request restriction of processing
- Data portability

6. Cookies and Tracking

We use cookies and similar tracking technologies to track activity on our platform and hold certain information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent.

7. Children's Privacy

Our service is not intended for children under the age of 16. We do not knowingly collect personal information from children under 16 without appropriate parental or guardian consent where required by law. If you are a parent or guardian and believe your child has provided us with personal information without your consent, please contact us immediately so we can review and remove the information if necessary.

Club Nanny permits individuals ages 16 and older to apply as caregivers on the platform. For caregivers under the age of 18, parental or legal guardian consent may be required prior to account approval and participation in the platform.

Parents and guardians of minor caregivers acknowledge and agree that participation on the platform is voluntary and subject to Club Nanny's screening, safety, and community standards. Club Nanny reserves the right to deny, suspend, or remove any account at its discretion.

Families are solely responsible for evaluating and selecting caregivers that meet their individual preferences and comfort levels. Club Nanny provides a platform for connection and does not employ caregivers or supervise individual childcare arrangements.

8. Payments

Payment information is processed by Stripe. This includes application fees, sitter application fees, and app membership payments. We do not store full card numbers on our servers. Stripe may collect and process payment data according to its own privacy policy.

9. Changes to This Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page and updating the "Last updated" date.

10. Contact Us

If you have any questions about this Privacy Policy, please contact us at Leigh@clubnanny.com