

A Spoonfull of Sugar Childminders



Winnipeg's Original Nanny & Childminder Agency

Privacy Policy

Our Commitment to Protecting Your Information

At **A Spoonfull of Sugar Childminders**, we respect your privacy and are committed to protecting the personal information of the children, families, event hosts, and childcare professionals we serve across Winnipeg, Manitoba. This Privacy Policy explains how we collect, use, disclosure, and safeguard your information in accordance with Canadian privacy legislation (*Personal Information Protection and Electronic Documents Act - PIPEDA*).

1. Scope & Services Covered

This policy applies to all interactions on our website

www.aspoonfullofsugarchildminders.com

(<https://www.aspoonfullofsugarchildminders.com>)), electronic communications (email, SMS, contact forms), and offline childcare operations across our four core service divisions:

- **Childminding Services:** Short-term, date-night, and weekend child supervision.
- **Nanny Placements:** Long-term full-time and part-time in-home nanny matching.
- **Event Childcare:** Group childminding for private functions and corporate gatherings.
- **The Wedding Nanny:** On-site professional wedding childcare, activity supervision, and reception care.

2. Information We Collect

We collect personal information necessary to deliver safe, high-quality childcare and placement services:

- **Personal Identity Data:** Names, email addresses, phone numbers, home addresses, venue locations, and emergency contacts.
- **Child Care Requirements:** Children's names, ages, daily routines, food preferences, allergies, special needs, and emergency medical authorizations.
- **Applicant Data:** Resumes, reference letters, Criminal Record Checks, and Child Abuse Registry Checks submitted by nanny applicants.
- **Automated Website Data:** IP addresses, browser types, device information, and interaction patterns collected automatically through cookies and web beacons when navigating our site.

3. How We Use Your Information & Communications

Personal information collected by A Spoonfull of Sugar Childminders is used to:

- Match qualified childminders and nannies with compatible families.
- Schedule interviews, trial days, shift bookings, and wedding event logistics.
- Provide real-time activity updates and photos directly to parents during active shifts.
- Process invoicing, payments, and administrative communications.

SMS & Email Consent: By providing your email address or mobile phone number on our website forms, you consent to receive transactional notifications, schedule updates, and service communications. You may opt out of marketing communications at any time by clicking "Unsubscribe" in emails or texting **STOP** to SMS messages.

4. Third-Party Service Providers & Payment Security

We engage trusted third-party service providers to support our digital marketing, customer relationship management (CRM), and payment processing. These providers only access data required to perform their specific tasks:

- **CRM & Automation:** Platforms used to manage inquiries and client bookings.
- **Payment Gateways:** Online payments are processed through secure payment processors (Quickbooks). We do not store financial card numbers on our servers. All payment processors adhere to PCI-DSS security standards.

5. Child Safety, Photo Handling & Social Media

Protecting child security and media privacy is a core agency policy:

- **Zero Local Photo Storage:** Our sitters and nannies are strictly prohibited from storing photos or videos of children on their personal devices.
- **Parent Activity Updates:** Photos taken during care shifts are used solely to send direct activity updates to parents.
- **Social Media Privacy:** Photos are submitted to Sarah (owner) for official company social media (Facebook, Instagram, Twitter). Photos are published only with signed written parental permission.

6. Confidentiality & Legal Disclosures

All information shared regarding a family's lifestyle, household, or event guest list during interviews or care shifts remains strictly confidential.

Statutory Emergency Disclosures:

Personal privacy protections do not apply where disclosure is required by law for child safety. Authorized child records may be released to:

- **Child and Family Services (CFS)** staff
- **Winnipeg Police Service** or local law enforcement
- **Royal Canadian Mounted Police (RCMP)**

7. Contact Us & Privacy Officer

If you have questions regarding this Privacy Policy, wish to update your family's records, or want to modify your communication preferences, please contact us:

- **Privacy Officer:** Sarah (Owner)
- **Agency Phone:** 431 -400 -7200
- **Email:** aspoonfullofsugarchildminders@gmail.com
- **Website:** www.aspoonfullofsugarchildminders.com