



Privacy Policy for Ace Sports Coaching

Location: Ace Sports

Policy Created By: Nick McGowan

Policy Date: September 2024

Review Date: September 2025

1. Introduction

At Ace Sports Coaching, we are committed to protecting the privacy and security of the personal data we collect from our customers, staff, and visitors. This Privacy Policy outlines how we collect, use, store, and protect personal information in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

2. Purpose of this Policy

This policy explains:

- What personal data we collect
- How we use that data
- How we ensure data is kept secure
- Your rights regarding the data we collect
- How you can contact us with any concerns or requests regarding your personal data

3. Personal Data We Collect

We collect personal data necessary to provide high-quality childcare and sports services. The data we collect may include, but is not limited to:

3.1 Children's Data:

- Full name, date of birth, and gender
- Contact details (address, phone number, and email)
- Emergency contact information
- Health and medical details (including allergies, medication, and special needs)
- Attendance records
- Behavioural information
- Photos and videos (with consent)

3.2 Parents'/Guardians' Data:

- Full name and relationship to the child
- Contact details (address, phone number, and email)
- Payment and billing information) this is saved on the booking portals and we can not view this.

3.3 Staff Data:

- Full name, date of birth, and contact details
- Employment history and qualifications
- National Insurance number and right-to-work information
- Enhanced DBS check information
- Health and medical information (if applicable)
- Performance and attendance records

3.4 Visitors' Data:

- Full name and contact details
- Date and purpose of visit

4. How We Use Personal Data

We use personal data for the following purposes:

- **Providing Services:** To deliver our childcare and sports services safely and efficiently.
- **Safeguarding and Child Protection:** To ensure the health, safety, and well-being of children in our care.
- **Communication:** To keep parents informed about their child's progress, activities, and any incidents or emergencies.
- **Administration and Record-Keeping:** To maintain accurate records of children's attendance, health, and development.
- **Staff Management:** To manage staff employment, training, and performance.
- **Financial Management:** To process payments for services, issue invoices, and manage accounts.

We will only use personal data in ways that are necessary for the effective delivery of our services or required by law.

5. Legal Basis for Processing Data

We process personal data under the following lawful bases:

- **Contractual Obligation:** To fulfil the terms of our contract with parents/guardians.
- **Legal Obligation:** To comply with statutory requirements such as safeguarding and health and safety legislation.
- **Legitimate Interest:** To ensure the effective operation of our business and provide a safe environment for children and staff.

- **Consent:** For specific activities such as the use of photographs and videos, we will seek explicit consent from parents/guardians or staff.

6. Data Sharing

We will not share personal data with third parties unless:

- **Required by law:** Such as with local authorities or emergency services.
- **With consent:** We will seek parental or staff consent before sharing personal information with external providers (e.g., for photos or external activity providers).
- **For safeguarding purposes:** If required to protect a child's welfare.

We will never sell personal data to third parties.

7. Data Retention

We will only retain personal data for as long as necessary for the purposes for which it was collected, or as required by law. Once the data is no longer needed, it will be securely destroyed. Specific retention periods are as follows:

- **Children's Records:** Retained for 2 years after the child leaves our care, in line with regulatory requirements.
- **Staff Records:** Retained for 2 years after the staff member leaves employment, in line with employment law.
- **Financial Records:** Retained for 6 years for tax and accounting purposes.

8. Data Security

We take the security of personal data seriously and implement appropriate measures to protect it from unauthorised access, loss, or damage. Our security measures include:

- **Physical Security:** Restricted access to premises and secure storage of physical records.
- **Digital Security:** Use of encrypted systems for storing digital records, regular updates to software, and password protection.
- **Staff Training:** Regular training for staff on data protection and confidentiality practices.

9. Your Rights

Under the UK GDPR, individuals have the following rights regarding their personal data:

- **The Right to Access:** You have the right to request copies of your personal data.
- **The Right to Rectification:** You can ask us to correct any inaccurate or incomplete data.
- **The Right to Erasure:** You can request that we delete your data if it is no longer necessary for the purposes for which it was collected.
- **The Right to Restrict Processing:** You can ask us to limit the way we use your data.
- **The Right to Object:** You have the right to object to the processing of your data, especially for marketing purposes.
- **The Right to Data Portability:** You can request that we transfer your data to another organisation.
- **The Right to Withdraw Consent:** You can withdraw your consent to data processing at any time (if consent was the basis for processing).

If you wish to exercise any of these rights, please contact us at [Contact Email/Phone Number].

10. Complaints

If you have any concerns about how we process your personal data, you can contact us directly at admin@acesportscoaching.co.uk. Alternatively, you can raise concerns with the Information Commissioner's Office (ICO), the UK's supervisory authority for data protection.

ICO Contact Information:

Website: <https://ico.org.uk>

Phone: 0303 123 1113

Address: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

11. Updates to this Policy

This policy will be reviewed regularly and updated as necessary to comply with any changes in the law or our business operations. All staff, parents, and relevant parties will be informed of significant updates to this policy.

Next Review Date: September 2025

Policy Reviewed By: Nick McGowan