



## Parents Keeping Their Online Profile Up-to-Date Policy

**Location:** Ace Sports

**Policy Created By:** Nick McGowan

**Policy Date:** September 2024

**Review Date:** September 2025

### 1. Introduction

At Ace Sports Coaching, we rely on accurate information from parents/guardians to ensure the safety, well-being, and efficient communication regarding the children in our care. It is essential that parents/guardians keep their online profiles, including contact and emergency details, up to date at all times to facilitate the smooth running of our childcare and sports services.

### 2. Purpose of the Policy

This policy outlines the responsibilities of parents/guardians in maintaining their online profiles on our booking system. The information provided must be accurate and regularly updated to enable effective communication and safe service delivery.

### 3. Information Required

Parents/guardians are required to provide and regularly update the following information on their online profiles:

- **Contact Details:** Full name, phone number(s), and email address(es) for both parents/guardians.
- **Emergency Contacts:** A minimum of two alternative contacts who can be reached in case of emergencies.
- **Home Address:** Current residential address for correspondence and emergency purposes.
- **Medical Information:** Details of any medical conditions, allergies, or dietary requirements that may affect the child while in our care.
- **Authorised Pick-Up Contacts:** Names and contact details of individuals authorised to collect the child, including any restrictions or conditions.
- **Child's Information:** Any changes in the child's behaviour, needs, or requirements that may impact their participation in activities.

## 4. Parental Responsibility

It is the responsibility of parents/guardians to:

- Ensure that their online profiles are fully completed before their child attends the childcare or sports sessions.
- Regularly review and update their profiles, particularly when there are changes in contact details, medical information, or authorised pick-up persons.
- Inform [Your Business Name] immediately if they are unable to update their profiles online or need assistance.
- Ensure that any changes in the child's personal details (e.g., new allergies, dietary needs, or behavioural changes) are promptly updated.

## 5. Importance of Accurate Information

Accurate and up-to-date information is crucial for:

- **Emergency Contact:** In the event of an emergency, we must be able to reach parents or designated emergency contacts without delay.
- **Child Safety:** Ensuring the safety and well-being of children, especially concerning medical needs, allergies, and authorised pick-up persons.
- **Effective Communication:** Sending important updates, changes to schedules, or emergency notifications.
- **Health and Safety Compliance:** Ensuring that we have the necessary information to provide appropriate care and meet safeguarding requirements.

## 6. Consequences of Outdated Information

Failure to keep online profiles up to date may result in:

- Delayed response in emergency situations if incorrect contact or medical information is listed.
- Potential risks to the child's health and safety due to unreported allergies or medical conditions.
- Inability to allow pick-up by unauthorised individuals if profiles are not updated with new authorisation details.
- Missed communications regarding schedule changes, closures, or important updates.

## 7. Assistance with Updating Information

If parents/guardians are having difficulties updating their online profiles, they can:

- Contact Ace Sports Coaching via phone or email for support.
- Request assistance from our administrative team to update the profile on their behalf.

We encourage parents to review their profiles regularly, especially at the beginning of each term or season.

## **8. Data Protection**

We are committed to protecting the privacy and security of the personal information provided by parents/guardians. All personal data will be processed in accordance with the UK General Data Protection Regulation (UK GDPR) and our **Privacy Policy**. We will never share or sell personal data with third parties without consent, except where required by law.

## **9. Monitoring and Review**

This policy will be reviewed annually or as needed to ensure it remains effective in supporting the safety and well-being of children. We will also monitor compliance with the policy and address any issues that arise.

**Next Review Date:** September 2025

**Policy Reviewed By:** Nick McGowan