TayPlay SPORT Ltd

GDPR Privacy Policy & Method Statement

Safeguarding Policy

Policy Introduced:

May 2018

Policy reviewed annually, most recent review:

27 January 2021

Policy Reviewed by:

Jack Marshall – Co-Founder, Managing Director and Admin Director

Key contact details:

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Legislation and relevant guidance:

TayPlay SPORT is committed to ensuring that policies and procedures remain up to date and are reflective of current legislation and guidance, currently including:

General Data Protection Regulation 2018 (GDPR)

Privacy Policy Statement

TayPlay SPORT Ltd offers different types of services and activities.

- TayPlay SPORT Holiday Camps
- TayPlay SPORT Academies
- TayPlay SPORT Nature
- TayPlay SPORT Term Time
- TayPlay SPORT Clubs
- TayPlay SPORT Community
- The 'Love Family Fit' Scheme – Love Family Fit
- TayDay – Wraparound Care
- TayPlay TOP-UP
- GIRL POWER

TayPlay SPORT Ltd are committed to protecting and respecting the privacy of our course/service participants, their parents/guardians/carers, all of our staff, and any other people from whom we collect data.

This policy sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

For the purpose of the General Data Protection Regulation 2018, the data controller is TayPlay SPORT Ltd. However in the case of Love Family Fit Ltd, TayPlay SPORT Ltd will act as only a data processor, acting as a contractor for a designated data controller. In these instances we will ensure that those data controllers meet the requirements of GDPR.

We have not appointed a Data Protection Officer to oversee our compliance with data protection laws as we are not required to do so, but our Data Protection Compliance Manager has overall responsibility for data protection compliance in our organisation.

Contact details are set out in the "Contacting us" section at the end of this privacy notice. Information we may collect from you
We may collect and process the following data about you:

- Information that you provide by filling in application forms and/or forms on our. This includes information provided at the time of applying for a place on any course, or registering to use our site, applying for job roles, or requesting further services such as the purchasing of merchandise. We may also ask you for information on the telephone or if you report a problem with our site;
- We take photographs and videos of those participating in our courses, to which you have consented as part of the application and booking process, you have the right to opt out of these images at any point;
- Records of your interactions with us such as telephone conversations, emails and other correspondence and your instructions to us;

- We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them;
- Any credit/debit card and other payment details you provide so that we can receive payments from you and details of the financial transactions with you. This may be through our websites, telephone or by post.
- Details of your visits to our site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access.

1. Personal information we may collect from you

When you sign up for services from us, you may provide us with or we may obtain personal information about you and potentially your siblings/dependents, such as information regarding your booking. This personal information may include:

A. Personal contact details that allows us to contact you directly such as name, title, email addresses and telephone numbers;
B. Date of birth of yourself or siblings for the purpose of booking courses;
C. Gender;
D. Use of and movements through our online portal/database, passwords, personal

identification numbers, IP addresses, user names and other IT system identifying information;

E. Records of your attendance at any events hosted by us;
F. Your marketing preferences so that we know whether and how we should contact you.

2. Additional information for Staff & Volunteers

If you are a member of staff or volunteer who has registered his/her interest in working with us, you may also provide us with or we may obtain the following additional personal information from you:

A. Identification documents such as passport and identity cards;
B. Details of any club and/or county membership;
C. Details of next of kin, family members, coaches and emergency contacts;
D. Records and assessment of performance or coaching/activity leadership practice
E. Any disciplinary and grievance information;
F. Any coaching code or official number;
G. Coaching/teaching qualification and/or officiating history and any player rating;
H. Accreditation/qualification start and end date;

3. Special categories of personal information
We may also collect, store and use the following "special categories"

A. Personal information regarding you:

i. Information about your health, including any medical condition, health and sickness records, medical records and health professional information.
ii. Criminal records information from you. For criminal records history, we process it on the basis of legal obligations or based on your explicit consent.

B. In relation to the special category personal data that we do process we do so on the basis that:

i. The processing is necessary for reasons of substantial public interest, on a lawful basis;
ii. It is necessary for the establishment, exercise or defence of legal claims;
iii. It is necessary for the purposes of carrying out the obligations and exercising our or your rights in the field of employment and social security and social protection law; or
iv. Based on your explicit consent.
In the table below (Uses of the information), we refer to these as the "special category reasons for processing of your personal data".

C. Where we collect your information

i. We typically collect personal information about you when you make a booking on our site at www.tayplaysport.co.uk
ii. When you purchase any services or products we offer online.
iii. When you purchase any services or products we offer via telephone to our staff or head office.
iv. When you make a query and/or complaint or when you correspond with us by phone, e-mail or in some other way.
v. Face to face at events, recruitment fairs, presentations, during activities – using paper based or computer formats
vi. During our events/activities in the form of photography or video (only with explicit consent from you, please see notes on photography use and storage periods)
vii. When collecting feedback through face-to-face or computer-aided methods such as Survey Monkey, Google Forms.
viii. When we take images for use in promotional pieces (newspaper/internet), or for current and future publications and/or marketing such as on Facebook, Twitter, Instagram, and on printed literature.
ix. If you are providing us with details of referees, next of kin, beneficiaries, family members and emergency contacts they have a right to know and to be aware of how what personal information we hold about them, how we collect it and how we use and may share that information. Please share this privacy notice with those of them whom you feel are sufficiently mature to understand it. They also have the same rights as set out in the "Your rights in relation to personal information" section below.

D. Where we store your personal data

The data that we collect from you will be stored in the United Kingdom and processed by staffs that work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services.

By submitting your personal data, you agree to this, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted using SSL technology.

Unfortunately, the transmission of information via the Internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

4. Paper based information is stored in the following ways:

1. At our head office in lockable cabinets (and kept for an agreed period)
2. With our staff who have been DBS checked and have been trained on their responsibilities in relation to this information (e.g. Face to face forms completed at recruitment fairs, registers and forms used for the operations of camps and events)
3. In a file in a secure room at venues where this has been agreed. In these instances

TayPlay SPORT Ltd staff will ensure that data is locked away at all times during periods when they are not in attendance.

Once the paper based resources have been used for the purpose that they have designed and/or the information on them has been uploaded into a computer file or database, then we will destroy in a secure manner as much as is reasonably practicable and in order that it doesn't effect either your or our rights in relation to legal basis.

Any photographs and/or videos of participation in our courses/events will be used solely for the production of promotional materials in printed or electronic form, including websites, multimedia productions, social media posts, course leaflets, prospectuses, advertisements and by our sponsors and partners for the same promotional and marketing purposes.

We will normally store the information we collect on the booking forms for no longer than 5 years. We will usually store photographs and video securely for no longer than 5 years, however such images may be selected for inclusion in our archive and be retained indefinitely.

A. Uses made of the information

The table below describes the main purposes for which we process your personal information, the categories of your information involved and our lawful basis for being able to do this.

Purpose	Personal information used	Lawful basis
To administer any membership account(s)/bookings you have with us and managing our relationship with you, [including arranging for any insurance] and dealing with payments and any support, service or product enquiries made by you	All contact and membership details, transaction and payment information, records of your interactions with us, and marketing preferences.	This is necessary to enable us to properly manage and administer your membership/purchase contract with us.
To arrange and manage any contracts for the provision of any merchandise, products and/or services.	All contact and membership details. Transaction and payment information.	This is necessary to enable us to properly administer and perform any contract for the provision of merchandise/products/services.
To notify you of changes to our activities, courses or programmes which may affect you.	All contact and membership details. Transaction and payment information.	This is necessary to enable us to properly administer and perform any contract for the provision of merchandise/products/services.
To send you information which is included within your membership/booking benefits, including details about discount offers, competitions and future events, partner offers and discounts and any updates on us and our activities	All contact and membership details	This is necessary to enable us to properly manage and administer your membership contract with us.
To send you other marketing information we think you might	All contact and membership details and marketing	Where you have given us your explicit consent to do so.
To comply with health and safety requirements	Records of attendance	We have a legal obligation and a legitimate interest to provide you and other users of our organisation with a safe environment in which to participate in our activities

To report to governing bodies, government organisations, first aid/medical staff	All the personal information we collect	We have a legal obligation and a legitimate interest to provide this information with these bodies to maintain a compliant and safe environment in which to participate in our activities
To answer your queries or complaints	Contact details and records of your interactions with us	We have a legitimate interest to provide complaint-handling services to you in case there are any issues with your membership.
Retention of records	All the personal information we collect	We have a legitimate interest in retaining records whilst they may be required in relation to complaints or claims. We need to retain records in order to properly administer and manage your membership/booking and in some cases, we may have legal or regulatory obligations to retain records. We process special category personal data on the basis of the "special category reasons for processing of your personal data" referred to in section above. Where required we will always seek consent to gather this data from you. For criminal records history we process it on the basis of legal obligations or based on your explicit consent.
The security of our IT systems	Your usage of our IT systems and online site.	We have a legitimate interest to ensure that our IT systems and site are secure.
To conduct data analytics studies to better understand event attendance and trends within TayPlay SPORT Ltd	Records of your attendance at any events or competitions hosted by us.	We have a legitimate interest in doing so to ensure that our membership/promotional material is targeted and relevant.
For the purposes of promoting us, our events/courses/activities and membership packages.	Images in video and/or photographic form.	Where you have given us your explicit consent to do so.
To provide statistical and background information to our contract providers such as Regional or Governmental bodies	All the personal information we collect	We have a legitimate interest in doing so to ensure that our membership/promotional material is targeted and relevant. We are also required within some contracts to supply this information.
Players/Participants		
To make decisions about progression and development through our activities programme and to assist with the delivery of activities to suit all levels	All performance and attendance data and information about your health. Details of any affiliated club and/or county membership.	This is necessary to enable us to properly manage and administer your development through our activities. We process special category personal data on the basis of the "special category reasons for processing of your personal data" referred to in section above. We will gather consent if this is required.
To administer and monitor your attendance at events and competitions	All non-medical performance and attendance data. Details of any affiliated club and/or county membership.	This is necessary to enable us to register you on to and properly manage and administer your time through our activities.
To arrange for any trip or transportation to and from an event	Identification documents, details of next of kin, family members and emergency contacts, transaction and payment information, health and medical information.	This is necessary to enable us to make the necessary arrangements for the trip and/or transportation to the event. We process special category personal data on the basis of the "special category reasons for

		processing of your personal data" referred to in section above
To use information about your physical or mental health (including any injuries) or disability status, to ensure your health and safety and to assess your fitness to participate, to provide appropriate adjustments to our facilities and to monitor and manage sickness absence	Health and medical information	We process special category personal data on the basis of the "special category reasons for processing of your personal data" referred to in section above.
To gather evidence for possible grievance or disciplinary hearings	All the personal information we collect including any disciplinary and grievance information.	We have a legitimate interest in doing so to provide a safe and fair environment for all customers and to ensure the effective management of any disciplinary hearings,
		appeals and adjudications. We process special category personal data on the basis of the "special category reasons for processing of your personal data" referred to in section 2 above. For criminal records history we process it on the basis of legal obligations or based on your explicit consent.
For the purposes of equal opportunities monitoring	Name, title, date of birth, gender, information about your race or ethnicity, health and medical information and Performance data	We have a legitimate interest to promote an environment that is inclusive, fair and accessible. We process special category personal data on the basis of the "special category reasons for processing of your personal data" referred to in section 2 above.
Staff and Volunteers		
To administer your attendance at any courses or programmes you sign up to	All contact details, transaction and payment data. Details of your current affiliated club or other, coaching/teaching qualifications and/or officiating history.	This is necessary to enable us to register you on to and properly manage and administer your development through the course and/or programme.
To conduct performance reviews, managing performance and determining performance requirements	All performance and attendance data and information about your health. Details of your current affiliated club or other, coaching/teaching qualifications and/or officiating history. Qualification start & end dates.	This is necessary to enable us to properly manage and administer your development through the course and/or programme. We process special category personal data on the basis of the "special category reasons for processing of your personal data" referred to in section above.
To make decisions about your progression and accreditation status	As above.	As above.
To comply with legal obligations, for example, regarding people working with children or vulnerable adults to comply with our safeguarding requirements	Information about your criminal convictions and offences	For criminal records history we process it on the basis of legal obligations or based on your explicit consent.

To arrange for any trip or transportation to and from an event	Identification documents, details of next of kin, family members and emergency contacts, transaction and payment information, health and medical information.	This is necessary to enable us to make the necessary arrangements for the trip and/or transportation to the event. We process special category personal data on the basis of the “special category reasons for processing of your personal data” referred to in section above.

For some of your personal information you will have a legal, contractual or other requirement or obligation for you to provide us with your personal information. If you do not provide us with the requested personal information we may not be able to admit you as a member or we may not be able to properly perform our contract with you or comply with legal obligations and we may have to terminate your position as a member/customer. For other personal information you may not be under an obligation to provide it to us, but if you do not provide it then we may not be able to properly perform our contract with you.

Where you have given us your consent to use your personal information in a particular manner, you have the right to withdraw this consent at any time, which you may do by contacting us as described in the "Contacting us" section below.

Please note however that the withdrawal of your consent will not affect any use of the data made before you withdrew your consent and we may still be entitled to hold and process the relevant personal information to the extent that we are entitled to do so on bases other than your consent. Withdrawing consent may also have the same effects as not providing the information in the first place, for example we may no longer be able to provide certain member benefits to you.

4. Direct Marketing

Email, post and SMS marketing: we may contact you by email, post or SMS with information about products and services we believe you may be interested in.

We will only send marketing messages to you in accordance with the marketing preferences you set. You can then let us know at any time that you do not wish to receive marketing messages by emailing us at info@tayplaysport.co.uk. You can also unsubscribe from our marketing by simply emailing back to request your removal.

5. Disclosure of your personal information

A. We share personal information with the following parties and for the following reasons:

i. Any party approved by you.
ii. To any governing bodies or regional bodies for the activities covered by TayPlay SPORT Ltd: to allow them to properly administer the activities on a local, regional and national level.
iii. Other service providers: for example, email marketing specialists, payment processors, data analysis CCTV contractors, promotional advisors, contractors or suppliers and IT services (including CRM, website, video- and teleconference services);
iv. Our supply chain partners & sub-contractors, such as couriers, import/export agents, shippers,
v. Our Commercial Partners: for the purposes of providing you with information on any tickets, special offers, opportunities, products and services and other commercial benefits provided by our commercial partners as part of your membership/customer package] and where required in instances where you have given your express for us to do so.
vi. The Government or our regulators: where we are required to do so by law or to assist with their investigations or initiatives.
vii. Police, law enforcement and security services: to assist with the investigation and prevention of crime and the protection of national security.
viii. In the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;
ix. If TayPlay SPORT Ltd or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets;
x. In order to enforce or apply our terms and conditions, or to protect the rights, property, or safety of TayPlay SPORT Ltd, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

6. Transferring your personal information internationally

The personal information we collect is not transferred to and stored in countries outside of the UK.

A. How long do we keep personal information for?

i. The duration for which we retain your personal information will differ depending on the type of information and the reason why we collected it from you. However, in some cases personal information may be retained on a long-term basis: for example, personal information that we need to retain for legal purposes will normally be retained in accordance with usual commercial practice and regulatory requirements. Generally, where there is no legal requirement we retain all physical and electronic records for a period of 5 years after your last contact with us. This includes child information forms, unless they are required to be changed at any point, to which the new form will replace the old one for a further 5 years.

Exceptions to this rule are:

- Information that may be relevant to personal injury claims, or discrimination claims may be retained until the limitation period for those types of claims has expired. For personal injury or discrimination claims this can be an extended period as the limitation period might not start to run until a long time after you have worked for us.
- We will normally only market future courses and programmes to those who have booked within the last 3 years, although previously submitted information may be kept on our database for the above stated period.

It is important to ensure that the personal information we hold about you is accurate and up- to-date, and you should let us know if anything changes, for example if you change your phone number or email address.

You are able to update some of the personal information we hold about you by contacting us by using the details set out in the "Contacting us" section below.

7. Your rights in relation to personal information
You have the following rights in relation to your personal information:

A. The right to be informed about how your personal information is being used;
B. The right to access the personal information we hold about you;
C. The right to request the correction of inaccurate personal information we hold about you;
D. The right to request the erasure of your personal information in certain limited circumstances;
E. The right to restrict processing of your personal information where certain requirements are met;
F. The right to object to the processing of your personal information;
G. The right to request that we transfer elements of your data either to you or another service provider; and
H. The right to object to certain automated decision-making processes using your personal information.

You have the right to ask us not to process your personal data or the personal data of your children for marketing purposes. We will usually inform you (before collecting such data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data.

Whilst this privacy notice sets out a general summary of your legal rights in respect of personal information, this is a very complex area of law. More information about your legal rights can be found on the Information Commissioner’s website at https://ico.org.uk/for-the- public/.

To exercise any of the above rights, or if you have any questions relating to your rights, please contact us by using the details set out in the "Contacting us" section below.

If you are unhappy with the way we are using your personal information, you can also complain to the UK Information Commissioner’s Office or your local data protection regulator. We are here to help and encourage you to contact us to resolve your complaint first.

8. Changes to our privacy policy

We may update this privacy notice. When we change this notice in a material way, we will update the version date at the start of this notice. For significant changes to this notice we will try to give you reasonable notice unless we are prevented from doing so. Where required by law we will seek your consent to changes in the way we use your personal information.

9. Access to information

To access your information please contact us directly at info@tayplaysport.co.uk, jmarshall.tayplay@gmail.com or by calling the given number for our admin director and we will advise on the best way for us to process your request.

10. Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to Jack Marshall, TayPlay SPORT Ltd, Unit 1 Cedars Office Park, Butt Lane, Normanton On Soar, Loughborough, Leicestershire.

11. Special Notes:

A. IP addresses and cookies

We may collect information about your computer, including where available your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual.

For the same reason, we may obtain information about your general Internet usage by using a cookie file, which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our site and to deliver a better and more personalised service.

They enable us:

i. To estimate our audience size and usage pattern.
ii. To store information about your preferences, and so allow us to customise our site according to your individual interests.
iii. To speed up your searches.
iv. To recognise you when you return to our site.

You may refuse to accept cookies by activating the setting on your browser, which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our site.

Please note that our sponsors and/or advertisers may also use cookies, over which we have no control.

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers, sponsors and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

12. Our Legal basis for capturing and processing data

In addition to managing information correctly, TayPlay SPORT Ltd must, to be compliant with EU GDPR, we also have a legal basis for capturing and processing data. The six legal bases are shown below.

A. Contractual necessity: the processing is necessary for a contract with the other party or individual, or because they have asked you to take specific steps before entering into a contract e.g. the contract taken out between ourselves and a delivery partner.
B. Legal obligation: the processing is necessary to comply with the law (not including contractual obligations) e.g. being compliant with EU GDPR.

C. Vital interests: the processing is necessary to protect the life of an individual e.g. a young person's medical data.
D. Public interest: the processing is necessary to perform a task in the public interest or for official functions, and the task or function has a clear basis in law e.g. matters pertaining to national security.
E. Legitimate interests: the processing is justified as part of the core business, or necessary to be able to carry out the stated aims of the organization.
F. Consent: the individual has given clear consent for us to process their personal data for a specific purpose e.g. a customer allowing ourselves to market to them or collect feedback data.

NOTE: under the U.K. implementation of the EU GDPR, the age of consent, i.e. the age at which an individual can agree to share PII or sign up to programme, is 13 years of age.

13. Refund & Cancelation Policy

A. Party / Event - In the event of a cancelation or refund request prior the customer will incur a charge of 33.3% total event cost. Following the deposit payment the amount previously mentioned will not be requested as the deposit is 33.3% of the total party cost. If the event has been paid in full then TayPlay SPORT Ltd will refund all but the 33.3% deposit previously paid. This will cover Venue Hire, Equipment Hire, Inflatable Deposit/Hire and all Admin based charges involved in the cancelation.

B. Camp / Festival - In the event of a cancelation or refund request we are entitled to take £10 from what is refunded to the customer, if what is being cancelled lasts for1 week or less. For every day over a week we incur a £5 charge per day as an additional admin fee and cancelation cost. For example – A cancelation and refund request is submitted totalling 8 days at camp. The overall cost of this time at camp is £150. As a company we would refund £125 to the customer due to the admin fees being deducted.

C. Term Time Service - In the event of a cancelation or refund request we are entitled to deduct 1/3 of the total cost originally invoiced to the customer from what is then refunded. This total will double to 2/3 if the cancelation is within 1 week (7 days) of the service being performed. If all services for a set pre booked month are cancelled, then 1/3 total charges will be requested in addition to a 10% admin charge. For example – A cancelation and refund request is submitted for 1 month's term time services. The overall cost of this totals to £600. As a company we would request funds totalling £260 (1/3 total charge = £200 & 10% total charge = £60).

D. TayDay / Wraparound Care - In the event of a cancelation or refund request the customer will incur a cancelation charge of 25% for whatever remains on their invoice / service until the end of that term. If the service invoice has been paid in full then TayPlay SPORT Ltd will refund all but the 25% cancelation fee. This will cover all admin based charges and asks involved in the cancelation.

E. Credit Notes - If the client requests a refund of this credit note in the case that TayPlay SPORT Ltd cancelled the service then the client is entitled to a full credit note refund. If the service in question is not cancelled and goes ahead then the client will be subject to the following policies and deductions (13,A/B/C/D).

F. COVID-19 – In the case of a national lockdown TayPlay SPORT ltd will offer every client that has paid for a service due to go ahead a full credit note. If the client requests a refund of this credit note in the case that TayPlay SPORT Ltd cancelled the service then the client is entitled to a full credit note refund. If the service in question is not cancelled and the client requests a refund of their credit note then the client will be subject to the following policies and deductions (13,A/B/C/D).

14. Anti Money Laundering

A. TayPlay SPORT Ltd will do all it can to prevent the company and its staff being exposed to money laundering, to identify the potential areas where it may occur, and to comply with all legal and regulatory requirements, especially with regard to the reporting of actual or suspected cases.

B. Money Laundering Regulations apply to cash transactions in excess of 15,000 Euros (approximately £13,000). However, Proceeds of Crime Act 2002 (POCA) applies to all transactions and can include dealings with agents, third parties, property or equipment, cheques, cash or bank transfers.

15. Key points:

A. • The company is committed to the prevention, detection and reporting of money laundering.

B. • All employees must be vigilant for the signs of money laundering.

C. • Any employee who suspects' money laundering activity must report this promptly to the Company Directors as they are responsible to receive such reports**.**

D. • All payments to the company accepted in cash that exceed £5,000 should be reported to the Directors**.**

16. Outgoing payments for invoices

A. TayPlay SPORT Ltd will pay all invoices in the appropriate manor within a maximum of 6 weeks after the invoice is issued.

B. If an invoice has got a payment due date then TayPlay SPORT Ltd will pay the due amount in the appropriate manor by the specified date.

C. TayPlay SPORT Ltd does pay select invoices via cheque once this payment form is confirmed by the recipient.

D. Once a cheque is issued by TayPlay SPORT Ltd to pay for an outstanding invoice, TayPlay SPORT Ltd will not reissue another cheque to pay for the invoice, nor will the invoice be paid in any other form. Once a cheque is issued it is the responsibility of the recipient to process it appropriately.

E. TayPlay SPORT Ltd will not be responsible for any cheques that have gone out of date, nor will TayPlay SPORT Ltd reissue cheques that have been lost or stolen. For this reason we advise that all cheques sent by TayPlay SPORT Ltd are treated with the upmost urgency and are processed immediately once received.

F. TayPlay SPORT Ltd prefers to pay outstanding invoices via BACS and will do so unless instructed otherwise by those issuing an invoice.

Safeguarding

INTRODUCTION

TayPlay SPORT Ltd acknowledges and accepts it has a responsibility for the well-being and safety of all children and young people who are under the Companies' care. It is the duty of all adult members at TayPlay SPORT Ltd to safeguard the welfare of children and young people by creating an environment that protects them from harm.

The wellbeing of children and young people is paramount for all adult members and accordingly, they must make themselves aware of the Safeguarding Children Policy. Where appropriate, the following guidelines will be supplemented by training and additional guidance

DEFINITIONS

A "Child" is defined as anyone under the age of 18.

AIMS & KEY PRINCIPLES

The aims of TayPay SPORT Ltd's Safeguarding Children Policy are:

- To safeguard all children and young people who interact with the company and company staff.
- To demonstrate best practice in the area of safeguarding children.
- To develop a positive and pro-active welfare programme to enable all children and young people to participate in an enjoyable and safe environment.
- To promote high ethical standards throughout the company.

The key principles underpinning this policy are:

- The child's welfare is, and must always be, the paramount consideration.
- All children and young people have a right to be protected from abuse regardless of their age, gender, disability, culture, language, racial origin, religious beliefs or sexual identity.
- All allegations of abuse will be taken seriously and responded to efficiently and appropriately.
- To encourage parents and other members of the child or young person's family to be involved in a relationship with the Company.
- To ensure that coaches, parents and other adults who come in contact with children and young people provide good role models of behaviour.

SAFEGUARDING CHILDREN

The Company has an ongoing commitment to ensure children's welfare is prioritized and is committed to employing any activities that help and improve. All policies, rules and best practices will be regularly reviewed and updated according to any needs that may be identified.

Children's Welfare Officer

The Company has a welfare Officer who has overall responsibility for the safeguarding of children who interact or take part in any of the services offered.

Anybody with concern about a child or young person's welfare should contact the company Welfare Officer for advice in the first instance – details can be found at the end of this policy.

ONLINE & VIRTUAL SESSIONS

TayPlay is committed and dedicated to provide high-quality services lead by highly enthusiastic TayPlay staff. Due to unpredictable times, TayPlay is providing 'virtual and online sessions' for families and young people across the East Midlands.

We have identified the following:

a) A worker misusing a position of trust and effectively grooming a young person online using the virtual service delivery we discussed
b) A worker being vulnerable to a false allegation

With the two statements identified we have the following procedures in place:

1. TayPlay staff delivering the session will follow company guidelines and values.
2. Sessions are never delivered to a young person, alone in the home. A parent or carer must be in the house. We recommend a parent being in the same room whilst the session is being delivered.
3. Sessions are not delivered to a young person in a closed room i.e. door must be open.
4. Parents/carers get a brief/debrief on the session being delivered.
5. Spot checking can occur at any time, open invitation to jump into any session any time.
6. A complaint procedure will be shared with parents before their child/children participates in a session.
7. Children/ young people should not be in their personal bedroom during the session. Participation of the session should be in an alternative room (i.e dining room/ living room).
8. Two coaches 'staff members' will be present when delivering a session.
9. All coaches 'staff members' will be DBS Checked and will have had enhanced checks and training from TayPlay before delivering.
10. Parents will know prior to the session commencing which member of staff is delivering the session.
11. Any concerns will be directly reported to TayPlay directors. Followed by programme lead (Local Authority/ LRS)
12. Information collected from virtual/ online sessions will be in line with GDPR protocol.
13. TayPlay staff delivering sessions will not deliver 1-1 sessions virtually.
14. TayPlay staff should wear the correct company clothing when delivering sessions.
15. Sessions will be delivered in approved venues/ spaces. This should not be in personal environments.

RECRUITMENT AND DISCLOSURE

TayPlay SPORT Ltd's recruitment and selection process involves assessing the suitability to work with children. This is initially achieved by an enhanced or satisfactory DBS disclosure and appropriate references. See below for details of the companies' DBS procedures.

Adult Member Training and Experience

All adult members working in direct contact with children shall be required to have a child qualification where they have been required to actively demonstrate proper practise of coaching and keeping children in their care safe. Required qualifications must be of a Level 3 or higher to show proper experience and correct practise. TayPlay SPORT Ltd also recognised the FA workshop on Safeguarding Children (this must be renewed by the FA every 3 years) as it covers correct and effective practise in regards to properly safeguarding young people and children who may or may not be at risk.

Health and Safety

TayPlay SPORT Ltd's Health and Safety Policy gives guidance to those whose roles involve working with children. Where a child is involved, a risk assessment must take account of their particular vulnerabilities. The risk assessment should set out what arrangements are in place for their care and supervision.

Adult Team Briefing

Staff and coaches' briefings and updates will take place at company meetings. Whenever possible adult members should avoid situations where they are in one to one contact with children. When physical intervention is necessary to restore safety, restraint should not continue any longer than is absolutely necessary.

Disclosure and Barring Service

All persons involved working, or coming into contact, with children will be required to undertake a Disclosure and Barring Service (DBS) check. DBS disclosures enable TayPlay SPORT Ltd to undertake more thorough recruitment and selection procedures for positions which involve working with children. Until such time as a satisfactory or enhanced Disclosure certificate has been received, the adult will not be left unsupervised with children.

GIFTS & FAVOURITISM

Company personnel should take care that they do not accept any gift that might be construed as a bribe by others, or lead the giver to expect preferential treatment.

All company staff recognise that there are occasions when children or parents wish to pass small tokens of appreciation on, for example at Christmas or as a "thank you", and this is acceptable. However, it is unacceptable to receive gifts on a regular basis or of any significant value as this may be misinterpreted by others.

Similarly, it is not permitted to give personal gifts to children. This could be misinterpreted as a gesture either to bribe, or to single out the child. It might also be perceived that a "favour" of some kind is expected in return.

Any reward given to a child must be as part of a structured reward system and not based on favouritism.

USE OF IMAGES

All images are taken by company official's in line with the following guidance.

- Before taking images of Children, parental consent is sought in writing on an information form provided to all before they take part in activity. Parents/Carers/Guardians are responsible for informing the Company of any change of circumstances within the Season which may affect consent.
- Parents/Carers/Guardians will be informed of how the image will be used. The Company will not allow an image to be used for something other than that for which it was initially agreed.
- All Children featured in Company publications will be appropriately dressed.
- Were possible, the image will focus on the activity taking place and not a specific Child.
- Where appropriate, images represent the broad range of people participating safely in the event.
- Designated Company photographers will, where applicable, undertake a CRB check and attend a Safeguarding Children workshop or to have obtained a related qualification and in any case will be personally responsible for keeping up to date with the latest guidelines on the "Use of Images" policies.
- Children who are under a court order will not have their images published in any document.
- No images of Children featured in publications will be accompanied by personal details such as their school or home address.
- Recordings of Children for the purposes of legitimate coaching aids are only filmed by Company staff and are stored safely and securely.

- Any instances of inappropriate images in football should be reported to a Welfare Officer.
- The Company does not put child profiles with images and personal information on its website.

BULLYING

TayPlay SPORT Ltd has a zero-tolerance approach to bullying and any reported incidents of bullying must be reported. Any reported cases will be taken seriously and investigated by the Welfare Officer and, where necessary, Ofsted.

FIRST AID AND AMINISTRATION OF MEDICATION

When working with children at least one adult member will have basic first aid training. In certain circumstances alternative arrangements can be put in place with another party.

Parental consent to receive medical treatment is always sought prior to an activity taking place. Subject to this written consent, when administering first aid adult members will ensure that, wherever possible, another adult is aware of the action being taken. Parents/carers will always be informed when first aid has been administered and the adult member will also complete and Incident Report Form which will be promptly submitted to the Company staff.

TRANSPORTATION

TayPlay SPORT Ltd strongly encourages adult members not to take children on journeys alone in their car (whether it be in a personal or company vehicle), but also recognises that in some circumstances it may be necessary. If all alternatives have been exhausted there are a number of safety measures that will be put in place to minimise the risk:

- Written consent will, in most cases, be obtained from the parent or carer prior to transportation taking place.
- A person other than the planned driver will talk to the child about transport arrangements to check they are comfortable with the travel plans.
- The driver will attempt to have more than one child, or an additional adult, in the car.
- The driver will have a point of contact and mobile phone should they break down.
- Seatbelts will be worn by all passengers at all times.
- Where possible, children will sit in the back of the vehicle.
- Adult members will ensure that their behaviour, and that of the child's, is appropriate at all times.
- The driver will complete an Incident Report Form explaining the situation and its outcome which will be promptly submitted to the appropriate member of staff.

DBS

In accordance with the procedures detailed above, all TayPlay SPORT Ltd adult members undergo a DBS check.

DISABLED PEOPLE

The Company carries out all activities for disabled persons and vulnerable adults under the guidelines of the Disability Discrimination Act and Safeguarding Vulnerable Groups.

Highlighting Concern

Although the Company is committed to doing the utmost to safeguard children from harm there may be occasions when concern is raised over the treatment of a child.

“Child abuse” and “neglect” are generic terms encompassing all ill treatment of children as well as cases where the standard of care does not adequately support the child’s health or development. Children may be abused or suffer neglect through the infliction of harm, or through the failure to act to prevent harm. Abuse can occur in a family or an institutional or community setting. The perpetrator may or may not be known to the child.

Recognition – Signs of Abuse

There are five main forms of abuse identified as follows, should you have any concern that abuse is occurring you should contact the Welfare Officer immediately.

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to a child whom they are looking after. A person might do this because they enjoy or need the attention they get through having a sick child. Physical abuse can be caused through omission or the failure to act to protect.

Sexual Abuse

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of, or consents to, what is happening. The activities may involve physical contact, including penetrative acts such as rape, buggery or oral sex or non-penetrative acts such as fondling. Sexual abuse may also include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways. Boys and girls can be sexually abused by males and/or females, by adults and by other young people. This includes people from all different walks of life. This section is also applicable to Child Sexual Exploitation (CSE), this is a form of sexual abuse. Victims are manipulated or forced into taking part in a sexual act, either as part of a seemingly consensual relationship, or in return for attention, gifts, money, alcohol, drugs or somewhere to stay.

Female Genital Mutilation (FGM)

suspicions may arise in a number of ways that a child is being prepared for FGM to take place abroad or in the UK. If any agency becomes aware of a child who may have been subjected to or is at risk of FGM, they must make a referral to Children’s Social Care (see 1.3.1 Referrals to Children’s Social Care Services Procedure: https://goo.gl/Uay7Ng).

All professionals need to consider whether any other indicators exist that FGM is being planned or has already taken place.

- Preparations are being made to take a holiday – arranging vaccinations or planning an absence from school.

- The child has changed in behaviour after a prolonged absence from school

- The child has health problems, particularly bladder or menstrual problems

- You are aware of women in the family who have had the procedure and this may prompt concern as to the potential risk of harm to other female children.

Neglect

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs. It may involve a parent or carer failing to provide adequate food, shelter and clothing, failing to protect a child from physical harm or danger, or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Emotional

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve making a child feel or believe that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person.

Bullying

Bullying is not always easy to define and can take many forms. The three main types are: physical, verbal and emotional.

Online

If you suspect online child abuse or have concerns about something that may have happened online you can seek advice from Child Exploitation and Online Protection Centre www.ceop.police.uk

The address for the Child Exploitation and Online Protection (CEOP) Centre is:

Child Exploitation and Online Protection Centre 33 Vauxhall Bridge Road
London SW1V 2W

Enquiries

Contact them by the online contact form Telephone: +44 (0)870 000 3344

Report a crime In an emergency in the UK, dial 999.

RESPONDING TO A REPORT OR SUSPICION

Where possible the Welfare Officer should be contacted as early as possible, however it is recognised that an individual may need to respond to a situation immediately. With this in mind the following guidelines offer help and support in responding to abuse or a suspicion of abuse:

Do:

- Treat any allegations extremely seriously and act at all times towards the child as if you believe what they are saying.
- Tell the child they are right to tell you.
- Reassure the child that they are not to blame.
- Be honest about your own position, who you have to tell and why.
- Tell the child what you are doing and when, and keep them up to date with what is happening.
- Take further action – you may be the only person in a position to prevent future abuse.
- Write down everything said and what was done and sign and date the notes.
- Seek medical attention if necessary.
- Inform parents/carers unless there is suspicion of their involvement.

Don't:

- Make promises you cannot keep.
- Interrogate the child– it is not your job to carry out an investigation – this will be up to the police and social services, who have experience in this.
- Cast doubt on what the child has told you, don't interrupt or change the subject.
- Say anything that makes the child feel responsible for the abuse.

DOING NOTHING IS NOT AN OPTION; IT IS YOUR RESPONSIBILITY TO ACT.

Make sure you tell the Company Welfare Officer immediately, they will know how to follow this up and where to go for further advice.

RECORDING ALLEGATIONS OR SUSPICIONS

The Welfare Officer will ask for a written factual statement from the person making the report.

If the report involves an allegation about another adult member, that person will also be asked to write a brief report. Any statement made by the child should be reported in their own words. These reports should be confined to facts and should not include any opinion, interpretation or judgement.

The Company will ensure that any child concerned is immediately removed from any possible risk of harm.

Investigations into possible abuse will require careful management. The Welfare Officer should seek the advice of Social Services or the Police before setting up an internal inquiry and take their advice on informing the child's parents. In any case of suspected abuse, as soon as the local Social Services Department has been informed, the Company must provide any reports and/or assistance necessary,

Confidentiality

There is always tension and caution around issues of confidentiality. The advice for all adult members of TayPlay SPORT Ltd is that no guarantee of confidentiality can be given to a child (although this does not necessarily mean that the parents / carers have to be told).

A child should never be pressured to give information or show physical marks unless they do so willingly. If they chose to show markings, two adult members should be present.

There are actions which adult members have to and are obliged to take once we are aware of a problem. Undertakings of confidentiality should not be given either to the person making the allegations or to the person being interviewed. A matter is confidential on a need to know basis and nobody should have any reservations about referring any issue to a Company Welfare Officer. The key issue is that the welfare of the child is protected.

SOCIAL DISTANCING

What is social distancing?

Social distancing requires everyone - children and adults - to stay six feet (two metres) apart at all times. If you can reach out to touch someone, you are too close. Depending on government restrictions and guidelines this may change.

Children Inside

- Reduce the number of children as much as possible.
- Do not have children sitting next to each other – they must have at least one/two spaces between them. Tables may need to be moved to accommodate this.
- Do not sit children in close groups.
- Children to have their own set of equipment for the activities (arts&crafts and games) to avoid sharing.
- Children are not to bring belongings into the main activity space. Reading diaries, PE kits and bags to remain in a separate space.
- Stagger the use of cloakrooms and bag storage spaces – do not have more than 2 children in the space at one time.
- Obviously, handwashing remains vital yet do not line children up to wash their hands and do not have children standing in groups to wash their hands. Stagger the children: One at the sink whilst a child stands back to lather up soap.
- Do not keep water bottles all together in the same place. Allow children to have their water bottles on their table with them or keep distance between bottles on the sidelines.
- There must be no physical contact between the children and between the children and adults. No hugging, hand holding etc. As this is hard to manage, especially with younger ones, if physical contact takes place, wash hands immediately after and remind the children.
- No lining up at any time in close proximity. If children need to be organised in a line, they must be at least 2 metres between each other.
- When leaving the classroom or activity area, dismiss children in a staggered manner – walking out with clear gaps between each other.
- When children go to the toilet, they must not go in if there is already a child in there.
- Children should only leave class to go to the toilet.

Outside

Start and end of the service:

- Staggered drop off – our drop off times will be larger so children can enter into our care in waves and so that there are not large numbers of adults and children waiting in the waiting area. For TayDay the collection will be staggered by the school, and if not then we will do so.

Dismissing at the end of the day:

- In all waiting areas, signs to advise parents to stand at safe distances apart from each other.
- Children to dismiss as usual, ensuring there are large gaps between children.
- Parents will wait to collect in a distanced manor so that a safe handover can occur.
- For TayDay, parents will not enter the building and will wait at the main centre entrance. Following this a member of staff will operate the child handover from inside of the centre.

Playtimes:

- Where possible, minimise the number of children on the playground at any point.
- Use the school field if it is dry and there is appropriate adult supervision.
- Equipment should not be used outside due to risk of passing on germs.
- Suggested games:
    - hide and seek
    - skipping (adults to hold rope)
    - use twigs etc to create natural pictures
    - number games using grids on playground
    - hopscotch
    - Golden Mile
- Although it may be hard to manage, all games to be played with children cannot involve close proximity.

- If children want to chat during playtime, they can stand apart from each other or can sit at picnic benches but not opposite from each other – sit diagonally to increase space between them. 2 children per bench.
- Stagger entry back into school

Lunchtimes:

- Do not line up children closely – line up with arm reach gap.
- Children to sit with spaces either side of them and nobody opposite them. (Children will be sat diagonally down the table, like a zig zag).

Staff

- In the staff areas, do not sit or stand in close proximity – follow guidance of 2m distance.
- You may wish to use your own mug/flask which you wash immediately after use.
- Don't leave dishes on the side – these must be immediately put in the dishwasher or washed by hand.
- Don't enter communal toilets area at the same time.
- If you work in an office, ideally work in separate offices or in an office with 2m spaces between adults.
- Wash hands on arrival and departure of building as well as throughout the day at key times.
- Have anti-bacterial wipes/cleaning products and hand sanitizer available at all times
- If you have used the phone, wipe it down after use and wash your hands.
- Leave doors hooked open (where possible keeping in line with fire regulations) so that children and adults are not continually touching them and can move freely through them.
- Only use the computer in the area in which you are working in that day.
- With the exception of staff area and toilets, where possible, stay within the room in which you are working and not going into numerous rooms within the school/centre.
- If meetings are required (such as briefings), sit with sufficient space between each other.
- If any discussions can be done by phone, instead of face to face, do so.
- If parents and staff wish to discuss anything, this should be done by phone.
- Although we want to support each other as always, refrain from physical contact such as hugging or hand shaking etc.

Reminder from www.gov.co.uk

There are general principles you can follow to help prevent the spread of respiratory viruses, including:

- *washing your hands more often - with soap and water for at least 20 seconds or use a hand sanitiser when you get home or into work, when you blow your nose, sneeze or cough, eat or handle food*
- *avoid touching your eyes, nose, and mouth with unwashed hands*
- *avoid close contact with people who have symptoms*
- *cover your cough or sneeze with a tissue, then throw the tissue in a bin and wash your hands*
- *clean and disinfect frequently touched objects and surfaces in the home*

If you have a continuous cough and/or fever, inform school immediately.

WELFARE OFFICER & DESIGNATED SAFEGUARDING LEAD

Jack Marshall

- M : 07597 686763
- E : jmarshall.tayplay@gmail.com

EXTERNAL CONTACT DETAILS

NSPCC HELPLINE: 0808 800 5000 / Textphone: 0800 056 0566

Leicestershire & Rutland Sport

SportPark,
Loughborough University,
3 Oakwood Drive,
Loughborough,
Leicestershire,
LE11 3QF

The NSPCC Helpline is a free, 24-hour service for anyone worried about a child. You can get in touch with our child protection experts by phone, email or online. You don't even have to say who you are

Leicestershire First Response Team

Phone: 0116 3050005

Leicester City Social Care Duty Team

Phone: 0116 4541004

Rutland County Council

Phone: 01572 758407

Under the Child Sex Offender Disclosure Scheme, this information can be released by us to the person best placed to protect that child if previous convictions exist and there is reason to believe the child is in danger of being harmed.

If you have a concern about a new partner, a neighbour or a family friend who is showing too much or unusual interest in a child, you can now ask us whether they have any convictions for sexual offences against children.

Key Contact Details:

- Non-emergency Number: 101
- Email: Charnwood.NPA@leicestershire.pnn.police.uk
- Loughborough Police Station, Front Enquiry Desk, Charnwood Borough Council, Council Offices, Southfield Road, Loughborough, LE11 2TX

FURHER INFORMATION

Further information can be found by visiting the websites below -

Leicestershire & Rutland FA http://www.leicestershirefa.com/about/rules-and-regulations/safeguarding-and-welfare

http://www.thefa.com/TheFA/WhatWeDo/FootballSafe/~/media/Files/PDF/TheFA/AntiBullyingPolicy.ashx/AntiB ullyingPolicy.pdf

TayPlay SPORT Ltd adopts all the FA's procedures and best practice polices which are listed below -

- Possible signs of abuse
- Poor Practice Referral Form - PDF
- Vulnerable Adults Policy
- The FA's Vulnerable Adults Policy
- Names on Shirt - FA Policy
- Best Practice Guidelines
- Codes of Conduct
- Welfare Officer Information Pack PDF ▪ Vetting and Barring Update: Feb 11 ▪ CEOP Advice- Formspring
- Social Networking Best Practice
- Running a Website Do's and Don'ts
- Responsible Use of SNS
- Communicating Responsibly
- Using Texts and Emails
- Guidance for parents and Carers ▪ Guidance for U18's
- Photography Guidelines