

ELITE YOUTH SPORTS LTD PRIVACY POLICY

Last updated: 21st October 2020

Elite Youth Sports Ltd are fully committed to protecting and respecting yours and your child's privacy. We run holiday activity camps, afterschool clubs and school PE services throughout the South of England. Throughout this Privacy Policy Elite Youth Sports are referred to as "we" "our" or "us". Parents/Carers/Schools are referred to as "you" "your" or "Purchaser".

This policy, together with our terms and conditions and any other documents referred to on it, sets out the basis on which any personal data we collect from you or your child, or that you provide to us about you or your child, will be handled and processed by us in accordance with General Data Protection Regulations.

Please read the following practices carefully to understand how we value the importance of where your data is stored and how it is handled. If you are reading this online, we advise you print a copy or save on your computer for future reference.

This policy only applies to this website www.eliteyouthsports.co.uk and should you leave by clicking on a third party link you will be subject to the privacy policy and terms of that website.

Data Controller and Contact Details

For the purposes of General Data Protection Regulations (GDPR) Elite Youth Sports Ltd are a data controller and we are responsible for your personal data once entered into our system. If you have any questions or queries about this Privacy Policy, including any requests that exercise your legal rights, please contact us;

Trading address: Elite Youth Sports, Aureus School, Candytuft Way, Harwell OX11 6FF (we are in no way affiliated with Aureus School)

Company registration number; 12840932

Email address: info@eliteyouthsports.co.uk

GDPR – how we store it, what we do with it, Data officer, requests to remove, Why we store it.

HOW WE COLLECT YOUR DATA.

- When making a booking with us, online, over the phone or via live chat we collect all relevant information to allow us to process your order, ensure we have the correct details to keep your child safe and cared for.
- Basic information is collected when signing up to the newsletter via the forms on our websites, mailchimp forms or social media.
- When you enter competitions via our website or social media, basic information is collected and will be stored for the purposes of the competition.
- Surveys are used to collect market research for the use of the business, sometimes these may have a request for your basic details. All surveys have the option for anonymity.
- Signing your child(ren) out of camp requires us to collect a signature and sign in/out times
- If applicable any incident and accident forms require your child's details and a signature from a parent or guardian upon collection.
- Any social media engagement with Elite Youth Sports on any of our channels will display and share your name with us in the public domain, this is not stored unless there are notes to be added to your booking on our database.

WHAT INFORMATION WE COLLECT AND WHY

As an Ofsted registered business there are regulations we need to follow and providing a service that involves the safeguarding of children we need to ensure we collect the correct data for you and child(ren) to ensure their safety.

CHILDREN

The personal data we need to collect includes but is not limited to; name, date of birth, medical information, specific needs (behaviour, mental or physical) and school information. The collection of this information is to protect the welfare of your child(ren) in the absence of a parent or guardian.

While children are in our care and if an incident or accident occurs, we must complete a form with the details. This form is then signed by the camp manager and parent, we are obligated by Ofsted to keep a copy for our records and update them of any incidents or accidents that occur at camp.

PARENTS, GUARDIANS AND PURCHASERS

When booking a place for your child(ren) for the first time you will create an online account on our Coordinate Sport secure system this allows you to return and manage current or make future bookings. You enter your own email address and set up a personal password to regain entry. We do not have access to your password.

The personal data we need to collect for purchasers includes but is not limited to; name, address, mobile number, email address and marketing permissions.

HOW WE STORE YOUR INFORMATION

Your personal information is securely stored digitally by unique password protection. Limited information is shared with coaches and holiday camps staff. Coaches have access to a password protected tablet that has daily registers of information of child attendees for camps or afterschool clubs. These are then stored safely using password protected Google Drive where only limited office staff have access to this information. By law we are required to retain certain types of data (such as records of complaints, accidents, safeguarding and attendance) for set periods of time after your child ceases to be in our care, but we delete as much personal data as we can as soon as possible should you no longer wish us to hold your information.

HOW WE SHARE YOUR DATA;

Personal information that we record is also shared with our partner organisations whose services we use to provide you with a booking system and email marketing. Each privacy policy can be found using the following links;

Mailchimp (Email marketing) - <https://mailchimp.com/legal/privacy/>

Booking Live (Booking system) - <https://www.bookinglive.com/privacy-policy>

Coordinate Sport (Booking system) - <https://coordinate.cloud/privacy-policy/>

Stripe Payment transactions - <https://stripe.com/gb/privacy>

Wix (website and live chat provider) - <https://www.wix.com/about/privacy>

Other times that we may be required to share your personal information would be with your prior permission, any safeguarding concerns, legal and/or government bodies including Ofsted reporting.

NHS TEST AND TRACE

To support NHS Test and Trace (which is part of the Department for Health and Social Care) in England, we have been mandated by law to collect and keep a limited record of staff, customers and visitors who come onto our camp premises for the purpose of contact tracing.

By maintaining records of staff, customers and visitors, and sharing these with NHS Test and Trace where requested, we can help to identify people who may have been exposed to the coronavirus.

Should you or your child display symptoms of Covid and arrange a test to confirm, information that will be passed on to the NHS Test and Trace department in the event of a positive test, will be the following;

- the names of all children that attended from your household and any parents that dropped off or collected your child.
- a contact phone number for the household or responsible adult
- date of visit and arrival time and departure time
- The staff member that you came in to contact with at drop off and collection

The NHS Test and Trace service as part of safeguarding your personal data, has in place technical, organisational and administrative security measures to protect your personal information that it receives from the venue/establishment, that it holds from loss, misuse, and unauthorised access, disclosure, alteration and destruction.

COOKIES POLICY

Our website uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our site. For detailed information on the cookies we use and the purposes for which we use them see our Cookie Policy which is made available on our website.

YOUR RIGHTS

By law, you have a number of rights as a data subject, such as the right to be informed, the right to access information held about you and the right to rectification of any inaccurate data that we hold about you.

You have the right to request that we erase personal data about you that we hold (although this is not an absolute right).

You have the right to request that we restrict processing of personal data about you that we hold in certain circumstances.

You have the right to object to processing of personal data about you on grounds relating to your particular situation (also again this right is not absolute).

If you are unhappy or wish to complain about how your information is used, you should contact a member of staff in the first instance to resolve your issue.

If you are still not satisfied, you can complain to the Information Commissioner's Office. Their website address is www.ico.org.uk.