



Privacy Policy

Introduction

At Riley's Kids Camps ("we", "our", "us"), we are committed to protecting the privacy, confidentiality, and security of personal information relating to children, parents, guardians, staff, volunteers, and visitors.

This Privacy Policy explains how we collect, use, store, share, and protect personal information in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and our safeguarding responsibilities as an Ofsted-registered childcare provider.

By registering with us, making a booking, or attending our Holiday Club, you acknowledge that you have read and understood this Privacy Policy.

1. Information We Collect

We may collect and process the following information:

Parent/Guardian Information

- Full name
- Home address
- Telephone number(s)
- Email address
- Emergency contact information
- Relationship to the child
- Payment and billing information
- Booking history
- Correspondence and communications

Child Information

- Full name
- Date of birth
- School attended
- Gender (where provided)
- Medical conditions
- Allergies and dietary requirements
- Medication requirements
- Special Educational Needs and Disabilities (SEND) information
- Education, Health and Care Plan (EHCP) information
- Behavioural support requirements
- Emergency contact details
- Attendance records
- Accident and incident records
- Welfare and safeguarding information

Additional Information

We may also collect:

- Photographs and videos
 - Funding and referral information
 - HAF eligibility information
 - Information supplied by schools or referring agencies
 - Feedback and survey responses
 - Website and booking platform usage data
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2. Why We Collect Information

We collect and use personal information to:

- Provide safe and effective childcare services
- Process bookings and payments
- Maintain attendance records
- Contact parents and guardians regarding bookings and club operations
- Support children's welfare, wellbeing, and inclusion
- Assess our ability to meet individual needs safely
- Administer first aid and respond to medical emergencies
- Deliver funded programmes and activities
- Monitor participation and attendance
- Meet safeguarding and child protection responsibilities

- Comply with legal and regulatory obligations
 - Improve our services
 - Resolve complaints, disputes, or insurance claims
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3. Communications

We may contact parents and guardians using the details provided during registration.

Communication methods may include:

- Email
- Telephone
- SMS/Text Message
- Booking System Notifications
- Written correspondence

Communications may relate to:

- Booking confirmations
- Activity schedules
- Theme days
- Club updates
- Venue changes
- Weather-related changes
- Emergency notifications
- Behaviour concerns
- Medical incidents
- Collection arrangements
- Safeguarding matters
- Payment administration
- Policy updates
- Customer service enquiries

By registering with us and making a booking, parents and guardians acknowledge and agree that these communications are necessary for the safe and effective operation of our services.

It is the responsibility of parents and guardians to ensure that contact information remains accurate and up to date.

4. Lawful Basis for Processing

We process personal information under one or more of the following lawful bases:

- Performance of a contract
- Compliance with a legal obligation
- Protection of vital interests
- Public task
- Legitimate interests
- Consent (where required)

Special category data, including health information, SEND information, and safeguarding records, will only be processed where permitted by law and necessary to provide safe childcare services.

5. Sharing Information

We treat personal information confidentially and only share information where necessary and appropriate.

Information may be shared with:

Regulatory and Government Bodies

- Ofsted
- Local Authorities
- Government departments
- Childcare funding administrators
- Holiday Activities and Food (HAF) programme administrators

Educational Settings

- Schools
- Alternative education providers
- SEND support services
- Educational professionals supporting the child

Health and Emergency Services

- NHS services
- General Practitioners (GPs)

- Ambulance services
- Hospitals
- Other healthcare professionals

Professional Advisors

Where necessary, information may be shared with:

- Insurers
- Legal representatives
- Professional advisers
- Auditors

Technology Providers

We may use third-party booking, communication, and payment systems to administer our services. These providers process information on our behalf and are required to comply with data protection legislation.

6. Working with Other Agencies

As part of our commitment to safeguarding and supporting children and families, we may work alongside:

- Local Authorities
- Schools
- Early Help Services
- Family Support Services
- Children's Social Care
- Police
- SEND Services
- Youth Services
- Health Professionals
- Multi-Agency Safeguarding Partners
- Other organisations supporting children and families

Information may be shared where appropriate to:

- Promote the welfare of a child
- Safeguard children from harm
- Support a child's development and participation

- Deliver funded programmes
- Meet legal or regulatory obligations
- Coordinate support services

Where possible and appropriate, we will seek consent before sharing information. However, consent may not be required where safeguarding, legal obligations, or public interest considerations apply.

7. Funded, Referred, and Supported Places

Where a child attends through a:

- HAF funded place
- Discretionary funded place
- Referral programme
- School-funded placement
- Local Authority-supported placement
- Charity-funded placement

We may receive, use, and share information with:

- Local Authorities
- Schools
- Referring agencies
- Funding providers
- Family support services
- Programme administrators

Information shared will be limited to what is reasonably necessary to:

- Confirm eligibility
- Administer placements
- Monitor attendance
- Measure programme outcomes
- Meet funding requirements
- Support safeguarding responsibilities

Children attending through funded or referral pathways will not be publicly identified as such.

8. SEND and Additional Needs Information

To ensure the safety and wellbeing of all children, we may collect information relating to:

- SEND requirements
- EHCPs
- Behaviour support plans
- Medical needs
- Additional support requirements

This information is used to:

- Assess suitability for attendance
- Determine whether we can safely meet a child's needs
- Plan reasonable adjustments where possible
- Support participation and inclusion
- Ensure adequate staffing and supervision

Information may be shared with relevant professionals where necessary to support the child safely and effectively.

9. Safeguarding and Child Protection

The welfare of children is our highest priority.

Where we believe a child may be at risk of harm, we have a legal and professional duty to record, retain, and share information with appropriate agencies.

This may include:

- Children's Social Care
- Police
- Local Authority Designated Officers (LADO)
- Health Professionals
- Schools
- Safeguarding Partnerships
- Other agencies involved in protecting children

In safeguarding situations, information may be shared without parental consent where permitted or required by law.

Parents may not always be informed before information is shared where doing so may place a child at greater risk or compromise an investigation.

10. Photographs and Videos

Photographs and videos may be taken during Holiday Club activities for:

- Promotional purposes
- Marketing materials
- Website content
- Social media
- Staff training
- Internal records
- Safeguarding purposes

Parents and guardians will be able to provide or withhold consent through our booking system.

Consent may be withdrawn at any time.

We will always seek to use images responsibly and appropriately.

11. Data Storage and Security

We take reasonable steps to protect personal information from loss, misuse, unauthorised access, disclosure, alteration, or destruction.

Measures include:

- Secure booking systems
- Password-protected devices
- Restricted access to records
- Staff confidentiality procedures
- Data protection training
- Secure record disposal procedures

Whilst we take appropriate security measures, no system can be guaranteed to be completely secure.

12. Retention of Information

We retain personal information only for as long as necessary to:

- Deliver our services
- Meet legal obligations
- Fulfil safeguarding responsibilities
- Manage insurance claims
- Resolve disputes

Certain records, particularly safeguarding records, may be retained for extended periods in accordance with statutory guidance and legal requirements.

13. Your Rights

Under UK GDPR, individuals have the right to:

- Request access to personal information
- Request correction of inaccurate information
- Request deletion where appropriate
- Restrict processing
- Object to processing
- Withdraw consent where consent is the lawful basis
- Request transfer of information where applicable

Some rights may be limited where safeguarding, legal, regulatory, or public interest obligations apply.

14. Policy Changes

We reserve the right to amend this Privacy Policy from time to time to reflect changes in legislation, guidance, safeguarding requirements, operational needs, or service delivery.

The most current version will always be available through our booking system and website.

15. Contact Information

If you have any questions about this Privacy Policy or how your information is used, please contact:

Riley's Kids Camps

Email: hello@rileysportandfitness.com

Telephone: 07498071932

Address: 16 Queen Street, Ilkeston, Derbyshire

If you remain dissatisfied with how your personal information has been handled, you have the right to lodge a complaint with the Information Commissioner's Office (ICO).

Information Commissioner's Office (ICO)

Website: www.ico.org.uk

Telephone: 0303 123 1113