**Just Coaching Academy Ltd: Privacy Notice**

At Just Coaching Academy Ltd (JCA), we are committed to respecting the privacy of the children attending our programs and their parents or carers. This Privacy Notice outlines how we collect, use, and protect your personal information, ensuring that it is handled responsibly and securely.

**Why We Collect Your Information**

The personal information we collect about you and your child is used solely to:

* Provide appropriate care for your child.
* Deliver and maintain our services.
* Communicate with you effectively regarding your child, our programs, and payments.

Our lawful basis for processing personal data is to fulfil our contract with you. For health-related information, our legal basis is to provide appropriate care for your child.

**How We Use Your Information**

The contact details you provide (e.g., phone, email, social media) will be used to:

* Share information about your child’s activities and well-being.
* Keep you informed about our after-school club, holiday camps, or other relevant updates.
* Communicate with you regarding fees and payments.

**Data Security and Retention**

* All personal information is stored securely.
* Data that is no longer required is deleted once your child ceases attending JCA, in line with our GDPR policy.
* Some data (e.g., records of complaints, accidents, and attendance) must be retained for specific statutory periods after your child has left our care, but unnecessary personal data is deleted as soon as possible.

**Sharing Your Information**

We will only share personal information about you or your child with another organization if:

* There is a safeguarding concern regarding your child.
* It is required by government bodies or law enforcement agencies.
* We engage a supplier to process data on our behalf (e.g., for online bookings or invoicing).
* We have obtained your prior permission.

**Your Rights**

You have the right to:

* Request access to the data we hold about you or your child.
* Request corrections to any errors in the data.
* Ask for data to be deleted, though note that:
  + We cannot provide care for your child if we do not have sufficient information.
  + Some data must be retained for statutory periods, even after your child has left our care.

We will respond to all requests regarding access, corrections, or deletion within **one month**.

**If You Have a Complaint**

If you have concerns about how we have handled your personal information, or if you feel we have not adequately responded to a request, you can escalate your complaint to the **Information Commissioner’s Office (ICO):**

* **Website:** [www.ico.org.uk](https://www.ico.org.uk)
* **Phone:** 0303 123 1113

At Just Coaching Academy Ltd, we are committed to safeguarding your personal information and handling it with the utmost care. If you have any questions about this Privacy Notice or how we manage your data, please don’t hesitate to contact us.

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