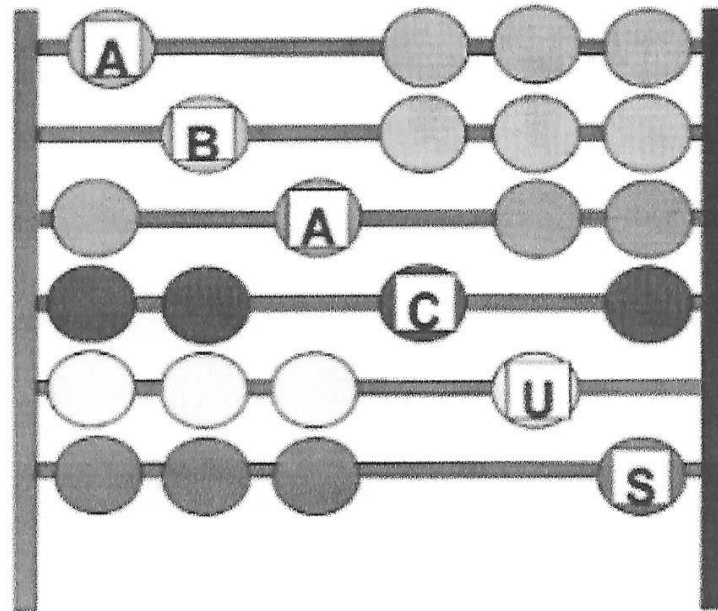


ABACUS



AFTER SCHOOL CLUBS

Sharon Williams

Kayley Harrington

Handbook



OWNERS SHARON WILLIAMS & KAYLEY HARRINGTON

Please be aware that **the contact number for Abacus After School Club is 07903 708764 only.** No other number should be used. You will from time to time receive calls or texts from the settings but these numbers will not receive incoming calls or texts.

Email contact is by info@abacusafterschoolclubs.co.uk

Abacus After School Clubs/Breakfast Clubs

Times of opening

After school until 6:00pm, You need to make sure that you arrive with enough time to collect your child and vacate the premises by closing to ensure our insurance conditions are adhered to. If Abacus has a Breakfast club at this school as well, then a registration form and information will be included.

Aims

Our club will cater for children just from this school. We hope your child's time with us will be happy and rewarding. With lots of help and guidance we aim to promote independence, confidence, self-help and self-esteem. We like to encourage a child to play socially, with respect, kindness and consideration for others. The children will learn through play the meaning of sharing and caring.

Below are a few points and our policies, which will help you in the smooth running of Abacus.

Activities

Indoor

Arts and crafts, quiet area, playstation, home corner, board games and puzzles, cookery, construction toys, pool table, snooker, four in a row, playdough, table tennis, knex, lego, and football table.

Outdoor

Team games, football, racquet sports, individual toys, ball games, skipping ropes, hopscotch. All of the children have the choice whether to join in the activities or not.

Fees

If you are unable to pay on time please let either Sharon or Kayley know. Unpaid fees will lead to your place being offered to the next child on our waiting list. Fees can be paid by electronic vouchers or online transfer. Before your child can start you need to pay a two week non refundable holding deposit to secure their place. If you then do not take up the place secured for you, the deposit is forfeit. There is a late payment fine of £5/day so please ensure payment is cleared into our account **before the 8th of the month**. You can pay your fees using electronic vouchers (not paper) via your place of work, an ID number and account needs to be in place. Please speak to Kayley before setting this up as we use most companies already. **Please be aware that voucher payments can up to five working days to clear.**

Breakfast Clubs

Fees are per session (Check with setting) and fees can only be paid in advance of the session required. Once the registration of the child has been made with the Breakfast club, they can use the facility as and when required with no notice being given as long as the payment has been made by the day prior to the session needed. Please credit your Abacus Breakfast Club account in weekly or monthly blocks to reduce the administration required to communicate payments to the settings. The setting Manager will advise when further payment is required

After School Clubs

Please check with the setting directly for fees, a discount of £0.50 for subsequent siblings is applied. Registration for each child has to be completed prior to starting with Abacus, children will be accommodated on their chosen sessions if available. Once sessions have been allocated, the payment for the sessions is to be made in whole calendar months where fees become due on the 1st of the month and need to be settled by the 8th of the month). The setting Manager will text you at the end of the month to advise your fees for the following month. A two week deposit based on the sessions taken is required prior to starting at the After School Clubs. The deposit is not refundable should the child not take up the place allocated to them.

PLEASE READ CAREFULLY, VERY IMPORTANT INFORMATION

For **bank transfers** please use your childs surname and the first three letters of the school name as the reference. **(eg Smith-BEN-ASC or Smith-BEN-BC depending on whether payment is for After School Club or Breakfast Club)**

Account number 15176968 Sort code 30 93 44

For **Childcare Vouchers** please use your childs surname and the first three letters of the school name as the reference. **(eg Smith-BEN-ASC or Smith-BEN-BC depending on whether payment is for After School Club or Breakfast Club)**

Account number 00901219 Sort code 30 93 44

Abacus also accept **TAX FREE CREDITS**, please speak to Kayley for details.

Notice

If for any reason you wish to withdraw your child from Abacus or change their days we require two TERM TIME weeks notice in writing. The two week holding deposit will be used as your notice payment. If this procedure isn't followed the deposit becomes forfeit.

Illness

Parents are asked to keep their children at home if they have any infection and to inform Abacus as to the nature of the infection so that they can alert others parents and make careful observations of any child that seems unwell. Parents are also asked not to send in any child who has been vomiting or had diarrhoea until at least 48 hours have elapsed since the last occurrence. If a child becomes unwell during the After School Club hours then the club will inform the parent to arrange for the child to be collected.

Care Plan

If your child requires a care plan they are unable to start at Abacus until a separate care plan has been arranged. Any costs associated will be the responsibility of the parent/Carer

Absence

If your child is sick and unable to attend Abacus, please **phone Kayley on the above number, this is because the school does not inform us.** You will be charged the full price for missed sessions. Fees are not paid for in school holidays or inset days. If you decide to take your child out of Abacus for a holiday, or just to have an odd day off you will be charged for these sessions. For school residential trips for Year 6 children only up to one week, when notice given there will be a charge of half fees.

Clothes

Your child will remain dressed in their school uniforms. Protective aprons will be supplied when doing messy activities ie. painting and gluing. If clothes get paint or glue on them soak in cold water for 30 minutes then wash normally, as all our paints and glues are water based.

Jewellery

All jewellery is forbidden on health and safety grounds.

Refreshments

Children are supplied with water, juices and snacks every day. There is always a "rolling drinks bar" throughout the session. Please do not send any other food, drink or sweets. Children's medical, cultural and dietary needs will be met. A dietary requirements list, with a picture of the child supplied to avoid any confusion will be made visible for all staff to see.

Entering the After School Club and collecting your child

All infant children will be collected from their teachers at the end of the school day. All juniors will walk over where a member of staff will meet them. A register will be taken immediately on entering the premises.

If someone other than yourself is to collect your child you must notify a member of staff by phone and communicate the password. A member of staff is always present on the door as you come in to ensure all children leave safely, and take any messages. If you are late (from 6:01pm) collecting your child you will be fined £10.00 per child, for every 15 mins from the end of session and thereafter. Schools have made us aware that there could be a Site Managers cost for the school buildings to be locked and made secure. If Abacus After School Club are invoiced for this cost it will be passed on to the parent/Carer responsible for the lateness in addition to the lateness fine. If this problem occurs more than three times you may be asked to remove your child from Abacus and make alternative arrangements. A collector needs to be at least 14 years of age to collect with a written letter from Parents/Carers.

Health and Safety

Within the building, all fire doors are checked and made sure they are unobstructed. Mobile phones will always be available for emergency use. Staffs private phones will be locked away during the session.

All accidents are recorded in our Accident book and Parent/Carers informed. All children are supervised by staff at all times and will always be within sight of staff.

Safety policy and practice

It is our policy to provide a safe environment for both children and staff.

As part of the Children's Act, Ofsted, and other agencies will check our premises regularly. Fire drills are held and recorded in a book. A first aid box is kept and constantly maintained.

Equal Opportunities

Our policy is to provide a service equally to every child, irrespective of age, race, creed or disability. We take into account people from different cultures, beliefs and needs.

Festivals

Our aim is to show respectful awareness of major events in the lives of children at Abacus and in our society as a whole, welcoming the diversity of backgrounds from which they come.

Special Needs

ABACUS aims to have regard to the DFEE Code of Practice on the Identification and Assessment of Special Educational Needs and the Vulnerable Persons Act 2006, to provide welcoming and appropriate learning opportunities, for all children. We work in partnership with the School, in liaison with staff and outside agencies, including health visitors, social workers and paediatricians to meet children's specific needs.

Language

Information, written and spoken, will be clearly communicated in as many languages as necessary. Children will be valued and their languages recognized and respected in the club.

Complaints

Abacus has a complaints procedure set up ready in case of any instances of concern from parents/carers. We would at first try to deal with any problem by talking it through. Then, if needed we would bring in an impartial mediator. Finally, we would involve Ofsted. The latter is very rare and most complaints are easily rectified. If required the Ofsted phone number is 0300 123 1231.

Management of Behaviour

If your child is involved in any incident out of the usual we personally deal with it. We usually find asking the child to say sorry and if necessary sitting them down for a few minutes at a table activity is enough. You are then advised on this at the end of the day, not for you to do anything, but we feel you should be told by ourselves about events happening in the club, rather than hearing it from the child, or another parent, as things are often misunderstood. We will provide a secure environment that the children will enjoy at the same time as learning to be friendly, caring and courteous. Also we will praise and endorse behaviour such as kindness and a willingness to share. Children will never be sent from the room as a punishment. Physical punishment, such as smacking or shaking, will be neither used or threatened. Adults will not shout or raise their voices in a threatening way. The club in partnership with the parent/carer and school will tackle any recurring behavioural problems that may arise and by using objective observational procedure will establish an understanding of the cause. If a child becomes physical, violent or abusive towards staff or other children, the parents/carers will be informed immediately. A two week probationary period will monitor the child's behaviour. If the behaviour continues the child may be excluded from the After School club.

Medication

If your child requires an asthma pump then we need our own one on site. A medication form must be signed before they can start. We do not administer any other medications unless with a care plan.

Child Protection

The club will create an environment in which children are safe from abuse and in which any suspicion of abuse is promptly and appropriately responded to. All staff will be checked by the proper authorities and never left unsupervised. If ever a complaint was made regarding a member of staff they would be asked to leave the provision whilst the complaint was investigated. We will have regard for the Vulnerable Persons Act 2006 and always follow best practise. Mobile phones must not be used whilst dropping off or collecting children from Abacus After School Club. The referral number for Havering is 01708 433222.

Pets

Pets are not allowed on the premises.

Shoes

Sensible shoes are asked to be worn at the club.

After School Club Activities

If your child attends any after school activities run by the school, then you need to sign an Abacus permission slip as well as the schools. This states that you allow your child to attend this club instead of being with Abacus. It also informs us that your child needs to be collected after the club has finished or will walk over to us. If you do not complete this form before the night of the activity then your child may not be allowed to attend until the form has been signed.

Late Arrival

If for any reason you have taken your child out of school ie to attend a doctors or dentist appointment and they have not returned back into school by the end of the school day, then they are unable to come into Abacus that night. You will need to inform us that they are absent.

General

Staff will check the premises before and after each session to ensure the safety of your child. The area used by Abacus is rented from the School and therefore certain areas are out of our control. We have a good working relationship with the school; the transition from school use to Abacus use is seamless. We are unable to leave out equipment each evening and cannot display much art work the children have completed whilst at the club. Staff are encouraged to continue training through CACHE or other teaching bodies in all areas, including updates on child care, special needs and the general running of Abacus. Our objective is to give the children the best care possible. There are copies of all of our policies in full for parents/carers available to read at any time. Please do not hesitate to ask any questions you may have regarding Abacus.

ABACUS ENROLMENT FORM

Childs name.....(M/F)..Childs date of birth.....

Parent/Carer 1..... Contact No

Address.....
.....
.....

Parent/Carer 2.....Contact No.....

Address.....
.....

Email Address.....

Who has parental responsibility for the child.....Signed.....

Who does the child live with.....Security Password.....

If further carers details are available please complete the address details on a separate sheet.

Religion.....Language spoken at home.....

School.....Year.....Teacher.....

Doctors name.....Address.....

Any allergies, medical conditions or dietary requirements e.g. Asthma, Eczema, Hayfever, nuts etc.....

Vaccinations are up to date.....Care plan required.....

I CONSENT TO ANY EMERGENCY MEDICAL ADVICE OR TREATMENT NECESSARY DURING THE CLUB. I AUTHORISE THE PLAYWORKERS TO SIGN ANY WRITTEN FORM OF CONSENT REQUIRED BY THE HOSPITAL AUTHORITIES IF THE DELAY IN GETTING MY SIGNATURE IS CONSIDERED BY THE DOCTOR TO ENDANGER MY CHILDS HEALTH AND SAFETY.

YES NO Delete as appropriate

Signature of Parent/Guardian.....Date.....

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(V2/22)

Parents NamesChilds name.....

TELEPHONE NUMBERS

Home.....

Parent mobile..... Parent 2 mobile.....

work..... work.....

LOCAL Emergency contact numbers/Responsible person able to collect child (if delayed), and their relationship to the child.

1.....

2.....

Mobile numbers are only accepted as extra, local numbers are required for emergency contacts.

1.....

2.....

Your child will only be able to leave the club with one of the following persons. If anyone other than those persons listed is to collect my child, I will send in a letter with authorisation or telephone 07903708764 before the session ends to arrange a mutually agreed password with the co-ordinators that they, myself and the collector is aware of.

Collectors name.....Relationship to child.....

Collectors name.....Relationship to child.....

Collectors name.....Relationship to child.....

Collectors name.....Relationship to child.....

OFFICE USE ONLY

Date to start Abacus...../...../.....

Please return forms to ABACUS C/O 2 DORIAN ROAD, HORNCHURCH, ESSEX, RM12 4AW

All data supplied is processed in accordance with the Privacy notice included in this handbook. It explains how and why we use and store the data. A Data Consent Form is attached to allow us to use the data you supply.

(V2/22)

Abacus After School Club

I would like to reserve a place at Abacus After School Club atschool.

My Child's name is

My Child's date of birth is

	Monday	Tuesday	Wednesday	Thursday	Friday
Please tick days requested					

Please send no money until your place/days have been confirmed by Abacus

Once your day requests have been confirmed by Abacus After School Club a retaining deposit of 2 weeks of your confirmed days will be required. This amount covers the 2 weeks Term time notice required should you cancel your child's place at Abacus After School Club. If however you do not take up the reserved place the deposit will be forfeit. Your deposit will also be forfeit if less than 2 weeks Term time notice is given

I confirm my understanding of the terms and conditions regarding the deposit.

Signature of
Parent/Carer.....Date.....

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(V2/22)

Abacus staff undertake to	Parents agree to
Maintain a daily attendance register and provide a handbook for Parents/Carers	Inform Abacus of any reasons for absence and adhere to our handbook
Not allow anyone except you or a person authorised by you to collect your child ensuring their safety and well-being	Inform Abacus if you cannot collect your child and tell us who will do so on your behalf.
Plan a programme of activities to meet your child's individual needs.	Share your children's interests by talking with them about what they have been doing at Abacus
Keep a contact register in case you are unavailable.	Supply Abacus with up to date names and telephone numbers of people we can contact in cases of sickness and emergency.
Do our best to comfort children who become ill and inform you as soon as necessary.	Keep a sick child at home and collect one who becomes ill at Abacus as soon as possible.
Advise you of any outbreaks of infections, diseases or cases of head lice.	Inform Abacus if your child has contracted an infectious disease or head lice.
Tell you about any incidents that may have affected your child during the session.	Tell Abacus of any significant happenings at home that may affect your child's behaviour.
Implement a policy of British Values to develop your child's respect and tolerance for race, religion, cultural differences, gender and disabilities.	Accept the policy of British values within Abacus.
Keep a number of written policies available to view at all times.	Look at these policies if you wish.
Listen to and respond to children's and parent's concerns	Not post online offensive or slanderous comments on any social media site, about a child, parent, carer or staff at Abacus. To speak with Staff in a civil way.

Name of Child.....

I agree to the statements above. Signed

Name printed

(V2/22)

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ABACUS

I/We have read Abacus's Prospectus and have agreed to comply with the terms and conditions whilst my child attends Abacus After School Club.

Signed.....

Date.....

.....

Late Notice Club Form

This form gives permission for your child to attend an After school club provided by the school, if this has been offered to you at late notice. You will need to fill in an Abacus Club consent form on your arrival at Abacus that evening. If you do not inform Abacus on the main number (07903708764) **not the setting number** on the day of the club then your child will be removed.

Child's Name.....

Parent/Carer name.....

Parent/Carer sign.....

Date.....

(V2/22)

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Abacus After School Club

GDPR compliant Photo Consent form

Child's name:

Date:

Dear

At Abacus After School Club, we sometimes take photographs of pupils. We use these photos in the club's Journey folders for reception children and on the website.

We would like your consent to take photos of your child and use them in the ways described above. If you're not happy for us to do this, that's no problem – we will accommodate your preferences.

Please tick the relevant box(es) below and return this form to Abacus.

I am happy for the Abacus to take photographs of my child.

I am happy for photos of my child to be used on the Abacus website.

I am happy for photos of my child to be used in internal displays.

I am **NOT** happy for the Abacus to take or use photos of my child.

If you change your mind at any time, you can let us know by emailing Huw@abacusafterschoolclubs.co.uk, calling Abacus on 07903 708 764, or just popping in to the club.

If you have any other questions, please get in touch.

Why are we asking for your consent again?

You may be aware that there are new data protection rules coming in from May 25th 2018. To ensure we are meeting the new requirements, we need to re-ask your consent to take and use photos of your child. We really value using photos of pupils, to be able to showcase what pupils do in Abacus and show what life at Abacus is like to others, so we would appreciate you taking the time to give consent again.

Parent or Carer's Name printed and signature: _____

Date:

All data supplied is processed in accordance with the Privacy notice included in this handbook. It explains how and why we use and store the data. A Data Consent Form is attached to allow us to use the data you supply.

(V2/22)

Abacus After School Club

Data Consent Form

Name

Printed.....

Address.....

I have read and understand the Privacy notice as included in the Abacus After School Club handbook and give my consent for Abacus After School Club to use and process the data I supply in accordance with their Privacy Notice.

Sign.....

I give explicit consent for Abacus After School Club to use and process **Special Category Data** (Health and care data) I, the School office or a health official supply in accordance with their Privacy Notice.

Sign.....

All data supplied is processed in accordance with the Privacy notice included in this handbook

(V2/22)

ABACUS BREAKFAST CLUBS

The breakfast club runs every morning before school, term time only. On your first visit you will need to fill in a registration form, then after this your child can turn up as and when required. Sessions need to be paid for on the day or credits can be purchased. You will not be invoiced for the breakfast club. Your child has to be brought to the Breakfast club by a responsible adult and signed in every morning. The breakfast club allows you to be flexible, paying only for the sessions you need and if a payment is paid in advance and not used then we will hold a credit for you. Your child will not be able to attend the breakfast club if your account is in arrears and will not be able to return to breakfast club until the arrears are paid in full. If you register your child when they start school then we can always be used for early doctor's appointments, dentist or even an early start at the shops, very helpful at certain times of the year.

The children are offered a healthy breakfast with daily specials. There is always a rolling drinks bar of water and juice.

For exact costs per morning and start times please phone Kayley on 07903 708764.

Please note that we do not operate a Breakfast club at both Squirrels School and Engayne Primary School. Please contact the schools directly for further information.

ABACUS BREAKFAST CLUB ENROLMENT FORM

Child's name.....Gender (M/F)

Child's date of birth.....

Parent/Carer 1 name.....

Contact No.....Work No.....

Address.....

.....

.....

Parent/Carer 2 name.....

Contact No..... Work No.....

Address.....

.....

.....

Who has parental responsibility for the child?.....

Who does the child live with?..... Signed.....

Religion.....Language spoken at home.....

School.....Year.....Teacher.....

Doctors name.....Address.....

Any allergies, medical conditions or dietary requirements e.g. Asthma, Eczema, Hayfever, nuts etc.....

Vaccinations are up to date.....Care plan required.....

I CONSENT TO ANY EMERGENCY MEDICAL ADVICE OR TREATMENT NECESSARY DURING THE CLUB. I AUTHORISE THE PLAYWORKERS TO SIGN ANY WRITTEN FORM OF CONSENT REQUIRED BY THE HOSPITAL AUTHORITIES IF THE DELAY IN GETTING MY SIGNATURE IS CONSIDERED BY THE DOCTOR TO ENDANGER MY CHILDS HEALTH AND SAFETY.

YES

NO

Delete as appropriate

WHEN USING THE BREAKFAST CLUB I AGREE TO BRING MY CHILD INTO THE BREAKFAST CLUB ENTRANCE AND HAND THEM OVER TO THE ABACUS STAFF.

Signature of Parent/Guardian.....Date.....

All data supplied is processed in accordance with the Privacy notice included in this handbook. It explains how and why we use and store the data. A Data Consent Form is attached to allow us to use the data you supply.

Breakfast Club Parental Agreement

Abacus staff undertake to	Parents agree to
Maintain a daily attendance register and provide a handbook for Parents/Carers	Inform Abacus of any reasons for absence and adhere to our handbook
Not allow anyone except you or a person authorised by you to collect your child ensuring their safety and well-being	Inform Abacus if you cannot collect your child and tell us who will do so on your behalf.
Plan a programme of activities to meet your child's individual needs.	Share your children's interests by talking with them about what they have been doing at Abacus
Keep a contact register in case you are unavailable.	Supply Abacus with up to date names and telephone numbers of people we can contact in cases of sickness and emergency.
Do our best to comfort children who become ill and inform you as soon as necessary.	Keep a sick child at home and collect one who becomes ill at Abacus as soon as possible.
Advise you of any outbreaks of infections, diseases or cases of head lice.	Inform Abacus if your child has contracted an infectious disease or head lice.
Tell you about any incidents that may have affected your child during the session.	Tell Abacus of any significant happenings at home that may affect your child's behaviour.
Implement a policy of British Values to develop your child's respect and tolerance for race, religion, cultural differences, gender and disabilities.	Accept the policy of British values within Abacus.
Keep a number of written policies available to view at all times.	Look at these policies if you wish.
Listen to and respond to children's and parent's concerns	Not post online offensive or slanderous comments on any social media site, about a child, parent, carer or staff at Abacus. To speak with Staff in a civil way.

Name of Child

I agree to the statements above. Signed

Name printed (V2/22)

All data supplied is processed in accordance with the Privacy notice included in this handbook. It explains how and why we use and store the data. A Data Consent Form is attached to allow us to use the data you supply.

Abacus After School Club

Privacy Notice

The EU General Data Protection Regulation (GDPR) includes rules on giving privacy information to Data Subject (Parent/Carers) in Articles 12, 13 and 14. These are more detailed and specific than in the Data Protection Act and place an emphasis on making privacy notices more transparent and accessible.

A privacy notice must be supplied to the individual at the time data is provided. The GDPR says that the information Abacus After School Club provide to people about how they process your personal data must be:

concise, transparent, intelligible and easily accessible;

written in clear and plain language, particularly if addressed to a child; and

free of charge.

Identity and contact details of the Data Controller

Abacus After School Club is the Data Controller and the Data Protection Officer (Huw Williams) can be contacted by email at huw@abacusafterschoolclubs.co.uk

What information do we collect about you?

We collect personal information including names and addresses of Parents/Carers and contact details of those persons authorised to collect children from the After School Clubs.

We also collect:-

DOB

Special needs

Attendance information

‘**Special categories**’ of personal data (sensitive personal data) relate to data concerning health.

We also collect:-

Safeguarding information

Details of any support received, including care packages, plans and support providers.

How will your information be used?

administering finance (e.g. fees)

Administration of waiting lists

Comply with the law regarding data sharing

providing operational information to contact Parents/Carers in cases of emergency or business needs

safeguarding and promoting the welfare of children

ensuring children's safety and security

the data will not be used to make automated decisions

We will use the information to protect the individuals vital interests (or someone else's interests)

Where we have obtained consent to use a child's personal data, this consent can be withdrawn at any time. We will make this clear when we ask for consent and explain how consent can be withdrawn. Some of the reasons listed above for collecting and using a child's personal data overlap, there may be several grounds which justify our use of this data.

What is our legal basis for processing your personal data?

Article 6 - Personal Data	Article 9 - Special Categories
The Data Subject (Parent/Carer) (Parent/Carer) has given consent to the processing	The Data Subject (Parent/Carer) (Parent/Carer) has given explicit consent to the processing
Processing is necessary for the performance of a contract with the Data Subject (Parent/Carer)	Processing is necessary for the purposes of carrying out the obligations of the controller or of the Data Subject (Parent/Carer) in the field of care.
Processing is necessary for compliance with a legal obligation	Processing is necessary to protect the vital interests of the Data Subject (Parent/Carer) or of another natural person where the Data Subject (Child) is physically or legally incapable of giving consent

Who receives your information?

Your data is only used by employees of Abacus After School Club to check a child's health/medication needs or for Parent/Carers contact details. If an emergency should arise, the data may be shared with medical/Police/social care operatives if it is in the interests and wellbeing of the child. Authority from the Parent/Carer will always be sought if possible but the interests and wellbeing of the child will remain the primary focus in an emergency.

Any transfers to third countries and the safeguards in place

Where we transfer personal data to a country or territory outside the European Economic Area, we will do so in accordance with data protection law.

How long will your information be held?

Your data will be held in accordance with the Abacus After School Club Retention schedule. This is available at the setting your child attends.

What are your rights?

You have a right to access your personal information, to object to the processing of your personal information, to rectify, to erase, to restrict and to port your personal information.

Any requests or objections should be made in writing to the Data Protection Officer by email or letter as follows.

Huw Williams

2, Dorian Road,

Hornchurch,

Essex.

RM12 4AW

Email: huw@abacusafterschoolclubs.co.uk

Security of your information

Your data is held on site at the school in locked, secure cabinets. Only authorised personnel have access to the data.

How to make a complaint

If you are unhappy with the way in which your personal data has been processed, you may in the first instance contact the Data Protection Officer using the contact details above.

If you remain dissatisfied, then you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Information Commissioner's Office,

Wycliffe House,

Water Lane,

Wilmslow,

Cheshire,

SK9 5AF

www.ico.org.uk

(V2/22)