



Record Keeping, Booking and fees Policies and Procedures, legislation and compliance with UK Law.

Introduction

High Five After School Club is required by law to keep accurate records and maintain clear policies and procedures to ensure children are kept safe, well cared for and protected. This policy explains how information is recorded, stored and shared in line with legal requirements and Ofsted expectations.

Policies and Procedures

Clear policies and procedures help ensure consistent, safe and high-quality care for children and transparency for parents.

How This Policy Is Put into Practice

- All policies and procedures are available at the club for parents to see.
- Policies are reviewed regularly to ensure they remain up to date with current legislation and guidance.
- Parents may request further information about how policies are applied within the club.



POLICIES AND PROCEEDURE SUMMARY

For full policy please ask for our ASC operations Manuel held on site

Information and Record Keeping

Accurate record keeping helps support children's safety, care and wellbeing and ensures legal requirements are met.

How This Policy Is Put into Practice

- Records are kept for attendance, accidents, incidents, medication and safeguarding concerns.
- Records relating to children are stored securely and treated confidentially.
- Parents have the right to access information held about their own child.
- Records are retained for the required legal period.

Confidentiality and Data Protection (GDPR)

We recognise the importance of protecting personal information and respecting families' privacy. The following policy/notice informs parents / carers about the information we hold about their child and their family.



Our Privacy Policy

Last Updated: 20/4/26

ICO Registration Number: ZB629958

At The High Five After School Club Limited, we are committed to protecting the privacy and security of the personal information we collect from parents, guardians, and children. This policy explains what information we collect, how we use it, and how we keep it safe, in line with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We are registered with the Information Commissioner's Office (ICO), the UK's independent authority set up to uphold information rights.

1. Who We Are

The High Five After School Club Limited is a childcare provider registered with Ofsted; Registration- 2781359. We operate out of Whiteley Community center, Whiteley, Hampshire.

If you have any questions about this policy or how we handle data, please contact us at:

- Email: "admin@highfiveafterschool.co.uk"
- Phone: 07800897272
- Address: 16 Milton grove, locks heath. SO316RQ

2. Consent to This Policy

By registering your child with The High Five After School Club Limited, you are confirming that you have read, understood, and consent to the collection, storage, use, and sharing of your personal data and your child's personal data as set out in this Privacy and Data Policy.

If you do not agree with how we use your data, please do not register your child, or contact us immediately to discuss your concerns.



3. What Information Do We Collect?

In line with ICO guidelines, we only collect information that is necessary for us to provide our services and comply with legal obligations set by Ofsted and to ensure we provide the best care for your child. We collect and process the following types of information:

Information about Children:

- Full name, date of birth, and gender.
- Medical information (allergies, long-term health conditions, medication requirements, dietary needs).
- Special Educational Needs or Disabilities (SEND) information.
- Emergency contact details and details of persons authorised to collect the child.

Information about Parents/Guardians:

- Full name, address, email address, and telephone numbers.
- Financial information required for processing payments.
- Any information you provide to us via forms, emails, phone calls, or in person.

Information from Our Online Platforms:

- Website: Information you provide when contacting us, enquiring about places, or registering online.
- iPal System: We use the iPal system for managing bookings, attendance registers, and invoicing. This system stores your booking history, attendance records, and payment details.
- Microsoft Forms: We use Microsoft Forms to collect registration details, consent forms, medical information, and other administrative data.
- Facebook: Our Facebook page is used for updates and communication. Any information shared on our page or via direct messages is stored as part of our communication records.



Protection of Children's Identity Online

In addition to the above, we have strict policies regarding what information is made available in the public domain:

We will never publish or make available online any information relating to a child that could be used to identify, contact, or trace them. This includes, but is not limited to, full names, addresses, specific school details, contact numbers, or any details that reveal a child's daily routine or location. Any images or updates we share will be generic or carefully edited to ensure the safety and privacy of all children in our care.

4. How Do We Store Your Information?

We store personal information securely and in line with the ICO's recommendations for data security. Data is held in the following locations:

1. Office Laptops: Information is stored on password-protected devices used only by authorised staff. These devices have up-to-date anti-virus software, firewalls, and encryption to protect data.
2. iPal System: Data stored within the iPal system is managed in accordance with iPal's own security standards, which are designed to meet UK data protection requirements.
3. Microsoft Forms: Responses submitted via Microsoft Forms are stored securely within our Microsoft 365 account, which is password-protected and accessible only to key management staff.
4. Physical Records: Where paper records are necessary, they are stored in locked cabinets within a secure office environment.

We do not transfer or store your data outside of the United Kingdom.

4. How Do We Use Your Information?

We process your data only for specific, lawful purposes. Under UK GDPR, our legal basis for processing includes:

- Consent: As confirmed when you register your child.
- Legitimate Interest: To run our club efficiently and safely.

HIGH FIVE AFTER SCHOOL CLUB

Policy information for parents



• **Legal Obligation:** To comply with laws relating to childcare, safeguarding, health and safety, and financial reporting. We follow Hampshire safeguarding policies and may be required to share information about your child and circumstances that may affect their health or safety.

We use your information to:

- Manage bookings, attendance, and the day-to-day care and supervision of your child.
- Administer payments, send invoices, and manage financial records via the iPal system.
- Ensure the health, safety, and wellbeing of your child, including managing medical needs and allergies.
- Communicate with you regarding your child, club activities, policy changes, and important updates.
- Comply with inspections and requests from regulatory bodies such as Ofsted or the ICO.
- Respond to queries or requests you make via our website, Facebook, or directly to us.

6. How Long Do We Keep Your Information?

In line with ICO guidance, we do not keep your personal information for longer than necessary. Retention periods are determined by legal requirements and our operational needs:

- **Current Attendees:** Information is retained while your child is registered with us and for a period after they leave, as required by law.
- **After Leaving:**
 - **Medical/Safeguarding Records:** Retained for 7 years after the child leaves (in line with childcare and safeguarding regulations).
 - **Financial Records:** Retained for 6 years in line with HMRC requirements.
 - **General Administrative Records:** Retained for 3 years or as otherwise required by law.

Once the retention period has expired, data is securely deleted or destroyed, whether held electronically or in paper format.

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7. Sharing Your Information

We will never sell, rent, or lease your personal information to third parties. We only share information when it is necessary and permitted by law:

- **Legal and Regulatory Requirements:** We may share information if required to do so by law, or by authorities such as Ofsted, the Police, or the Health and Safety Executive.
- **Medical Emergencies:** In the event of an emergency, we may share relevant medical information with doctors, paramedics, or hospitals to ensure your child receives appropriate care.
- **Our Service Providers:** We share necessary data with our software providers (iPal and Microsoft) to enable them to provide their services. These providers act as our data processors and are contractually bound to keep your data secure and only use it as instructed by us.
- **Other Professionals:** With your consent, or where necessary for the child's wellbeing, we may share information with teachers, social workers, or other health professionals.

8. Our Facebook Page

Our Facebook page is a communication tool, and we handle data shared there carefully:

- **Photos and Videos:** We will only ever post images or videos of children on our page or website if we have received specific written consent from you.
- **Messages:** If you contact us via Facebook Messenger, we will respond and may keep a record of the conversation for administrative purposes.
- **Public Posts:** Please be aware that any information you post publicly on our page can be viewed by other visitors. We ask that you do not share sensitive personal information in public comments.



9. Your Rights

Under UK data protection law, you have several rights regarding your personal information. These rights are recognised and upheld by the ICO:

- **The Right to be Informed:** This policy serves to inform you about how we use your data.
- **The Right of Access:** You can request a copy of the personal information we hold about you and your child.
- **The Right to Rectification:** If you believe any information we hold is inaccurate or incomplete, you can ask us to correct it.
- **The Right to Erasure:** You can ask us to delete your data where there is no legal reason for us to keep it.
- **The Right to Restrict Processing:** You can ask us to limit how we use your data in certain circumstances.
- **The Right to Data Portability:** You can request that we transfer your data to another organisation or directly to you.
- **The Right to Object:** You can object to our processing of your data in certain situations.

If you wish to exercise any of these rights, please contact us using the details above. We will respond to your request within one month.

If you are unhappy with how we have handled your data or your request, you have the right to lodge a complaint directly with the Information Commissioner's Office (ICO) via their website: ico.org.uk or by calling their helpline.



10. Data Security

We take the security of your data seriously and have appropriate technical and organisational measures in place to protect against unauthorised access, accidental loss, destruction, or damage. These measures are reviewed regularly to ensure they remain effective.

While we strive to protect your personal data, no method of transmission over the internet or electronic storage is 100% secure. We cannot guarantee absolute security, but we will notify you and the ICO promptly if we become aware of any data breach that is likely to result in a risk to the rights and freedoms of individuals.

11. Changes to This Policy

We may update this policy from time to time to reflect changes in the law, our services, or our data handling practices. Any significant changes will be notified to parents via email, our website, or our Facebook page. We encourage you to review this policy periodically.

12. Privacy Policies of Our Service Providers

We use third-party software to manage our club and your information. These providers are also responsible for protecting your data, and you can view their own privacy policies using the links below:

- iPal (Childcare Management

System): <https://emea01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fipal.co.uk%2Fprivacy-policy&data=05%7C02%7C%7C6eb9d44f7db943e34d2b08de9d93fb73%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C639121456056818354%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMtIsIkFOIjoiTWpbcCIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=CNI5sfMtrC0SdoMY8diUdXVU473m4ME8jHRHPQK0cTU%3D&reserved=0>

- Microsoft (including Microsoft

Forms): <https://emea01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fprivacy.microsoft.com%2Fen-gb%2Fprivacystatement&data=05%7C02%7C%7C6eb9d44f7db943e34d2b08de9d93fb73%7C84df9e7fe9f640afb435aaaaaaaaaaaa%7C1%7C0%7C639121456056856189%7CUnknown%7CTWFpbGZsb3d8eyJFbXB0eU1hcGkiOnRydWUsIlYiOiIwLjAuMDAwMCIsIlAiOiJXaW4zMtIsIkFOIjoiTWpbcCIldUIjoyfQ%3D%3D%7C0%7C%7C%7C&sdata=tdMdsFS9UaDwCHOK3ZgvMtTt9MF3dDQvj2GttqS4pE%3D&reserved=0>



OUR PRIVACY NOTICE

In line with the *General Data Protection Regulations (GDPR)* our privacy notice shows complete transparency with regards to the categories of information/ data we collect, and hold, presenting why we collect it, how we use it and how long we retain it for.

The categories of family's information that we collect includes;

Child

- Name/address/date of birth
- Allergies/dietary requirements
- Medical conditions
- Ethnicity/culture, language, nationality
- SEN/ Additional needs/ emotional and behavioural information
- Confidential information shared by other professionals
- Child interests
- Attendance information
- Accidents and first Aid given
- Child Concerns
- Medicines given

Parent/Carer/Emergency contacts

- Name/address
- Email address/phone number
- Relationship to the child
- Who has parental responsibility

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Policy information for parents



Why does The High Five Club collect this data?

- In order to comply with legal requirements
 - To safeguard children (e.g. Persons given permission to collect child)
- Support children play and interests for activities
- To support children's additional needs
- To communicate with customers (via email/text)
- run the business effectively
- To provide appropriate medical care and medical information in an emergency.

Who does the High Five Club share data with?

Data is treated with the strictest of confidence. We may share information with the school, emergency services or any children's services in the best interests of the child to safeguard them (in line with policies and procedures).

Confidentiality /Handling of Data

Certain Information will be shared amongst the team that work with your child to ensure all practitioners have the right information to keep your child safe when they are with us and give them the best possible experience and care. All information practitioners are given is kept confidential. Sensitive information may only be shared with key persons.

How long is date retained for?

Data is retained for as long as deemed necessary. Some date has to be legally retained for a certain period of time or until the child reaches a certain age of 21.5 years. This will be retained on paper only and locked away securely.

Security Arrangements/ Storing Child/Parent Data.

Child information/Data is kept at the head office on a computer and on site in a secure locked box should it be needed. Child names, age and parent contact details are additionally kept on daily registers each day held by the club managers and are kept secure and confidential on their person.

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Requesting access to your personal Data.

under data protection legislation parents and children have the right to request access to information about them that we hold. To make a request for your personal information to be given access to please contact the manager directors.

Parents/carers also have the right to;

- Object to processing of personal information that is likely to cause damage or distress
- Prevent processing for the purpose of direct marketing
- Have inaccurate personal data rectified, blocked, erased or destroyed and
- Claim compensation for damages caused by a breach of the data protection regulations

The right to OPT OUT at any time. Once you have communicated this with us, we will remove all personal data from the system. Data which we have a legal commitment to keep longer will be printed and stored securely off line.

If you have a concern about the way we are collecting or using your personal data we request that you raise your concern with us in the first instance. Alternatively, you can contact the 'Information's Commissioners Office' at <https://ico.org.uk/concerns>



ICO (Information's Commissioners Office)

The High Five After School Club Ltd is registered with the ICO and holds a valid Data Protection and Registration Certificate. We will follow their guidelines and advice alongside EYFS legislation and the Childrens Act

- Personal data is collected only where necessary to safely care for children and meet legal duties.
- Information is stored securely and shared only with those who need to know.
- Information may be shared without parental consent where legally required, such as for safeguarding or medical emergencies.
- We comply with the General Data Protection Regulation (GDPR) and the Data Protection Act.

Health and Safety Information

Health and safety records help ensure children are cared for in a safe and suitable environment.

How This Policy Is Put into Practice

- Health and safety information is maintained alongside safeguarding records.
- Risk assessments are in place for the premises, activities and outings.
- Accidents and incidents are recorded and reviewed.
- Relevant authorities, including Ofsted, are notified of significant incidents as required by law.

Insurance

- ✚ At the High Five Club we carry appropriate liability insurance to cover incidents on the premises for which the children are cared for and the staff work.
- ✚ Our insurance covers us for all aged children and additionally lone workers when there is a lone worker risk assessment in place that highlights how any risks are managed to sit at a low level of risks.
- ✚ The club insurance is within the Policy and Procedure manual at the club and displayed on our notice board should the Policy number be needed.
- ✚ The center where we run our afterschool club will additionally have its own public liability insurance.

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Compliance with Ofsted and UK Law

As an Ofsted-registered provider, we must meet specific legal and safeguarding requirements.

How This Policy Is Put into Practice

- We operate in line with the Early Years Foundation Stage (EYFS) and childcare registration requirements.
- Ofsted may access records as part of inspection or regulatory duties.
- Any significant events, serious accidents or safeguarding concerns are reported to Ofsted where required.

Complaints

At the High Five Afterschool Club we aim to work in partnership with parents to deliver a high-quality childcare service for everyone. If for any reason we fall short of this goal, we would like to be informed to amend our practices for the future.

Our complaints policy is always available on the premises and parents can be sent a copy on request.

The manager is usually responsible for dealing with any complaints about the club activities or the staff. If the complaint is about the manager, the registered persons will investigate the matter.

The different stages of a complaint will be dealt with in the following manner:

Stage One; Informal verbal Complaints

Complaints about aspects of Club activity:

- ✚ The manager/director will discuss the matter informally with the parent or carer concerned and aim to reach a satisfactory resolution.
- ✚ The complaint and the resolution will be logged on a company complaint form and filed in the Ofsted file under informal complaints.



Complaints about an individual staff member:

- ✚ If appropriate the parent will be encouraged to discuss the matter with the staff concerned.
- ✚ If the parent feels that this is not appropriate, the matter will be discussed with the manager, who will then discuss the complaint with the staff member and try to reach a satisfactory resolution.
- ✚ The complaint and the resolution will be logged on a company complaint form and filed in the Ofsted file under informal complaints.

Stage Two; Formal written Complaints

If it is not possible to reach a satisfactory resolution to the complaint through informal discussion, the parent or carer should put their complaint in writing to the manager or directors.

The Manager / Director will:

- ✚ Acknowledge receipt of the letter within 7 days.
- ✚ Investigate the matter, including how it relates to our fulfilment of our statutory duties, under the EYFS.
- ✚ Notify the complainant of the outcome of the investigation within 28 days of receipt of the written complaint.
- ✚ Send a full response in writing to all relevant parties, including details of any recommended changes to be made to the Club's practices or policies as a result of the complaint, if applicable.
- ✚ Meet relevant parties to discuss the Club's response to the complaint, either together or on an individual basis.
- ✚ Write up the complaint on a company complaints form including the outcome. This alongside the parent/carers written complaints will be recorded and filed in our Ofsted file. Records of all complaints are kept for at least three years. [A summary of complaints is available for parents on request].



Safeguarding complaint.

If child protection or wider safeguarding issues are raised, the manager will refer the situation to the Club's Designated Safeguarding Lead, who will then contact the Local Authority Designated Officer (LADO) and follow the procedures of the Safeguarding Children Policy. If a criminal act may have been committed, the manager will contact the police.

Making a complaint to Ofsted

Any parent or carer can submit a complaint to Ofsted about the High Five After School Club at any time if they believe that we are not meeting the requirements of our registration. Ofsted will consider and investigate all complaints. Ofsted's email address is:

Enquiries@ofsted.gov.uk Telephone:

0300 123 1231 (general enquiries)

0300 123 4666 (complaints)

You can find the Ofsted complaints poster on our website should you need it for further details.



Administration, fees and booking.

Booking Policy

High Five After School Club is an Ofsted-registered childcare provision. All places are offered on a **first-come, first-served basis**. While we aim to be as flexible as possible, we kindly ask that all parents and carers familiarise themselves with the following booking terms and conditions.

Booking Procedures

Contract Bookings

All our families must have a contracted space with us. These are designed to give our families an ongoing secure booking for the **same sessions each week**.

- Once a contract is set up, it will run on a **rolling month-to-month basis** until 6-week written notice is received to cancel.
- A contract guarantees your child the same days each week, and these sessions will be reserved exclusively for you. You may book ad hoc sessions as and when you need, if spaces are available.
- Fees are payable **monthly in advance**, and each month must be paid in full.
- **No refunds** can be given for missed sessions due to non-attendance.
- Contract bookings **cannot be amended**, paused, or swapped.
- **Six weeks' written notice (not including school holiday periods)** must be provided for any permanent changes or cancellations. Notice must be emailed to admin@highfiveafterschoolclub.co.uk.
- If no places are available, children can be added to the waiting list, and parents/carers will be notified when a space becomes available.

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Ad-Hoc Bookings

Ad-hoc sessions are available only to families who already have contracted bookings of at least one day a week. This provides flexibility for our families with varying work patterns and can be booked subject to availability.

- Once an ad-hoc booking has been made, a **confirmation email** will be sent. This email confirms the place, and **payment must be made before the booked session**.
- Any amendments or cancellations to ad-hoc bookings can be made via the **online booking system** or by contacting Head Office. This ensures your child is removed from the register for that day.
- Please ensure you book the **correct school location** for your child. Any changes required after booking may incur an **administration fee of £5.00**.
- If no places are available, your child can be added to the **waiting list**, and you will be informed as soon as a suitable place becomes available.
- Bookings **cannot be transferred** or swapped to another child or sibling.

Making an Ad hoc Booking.

- Bookings for after-school sessions can be made **up until 2:30pm on the day of attendance**.
- If a child arrives at the club without a confirmed booking, they will be sent to the school office to confirm childcare arrangements.
- It is the responsibility of parents/carers to ensure bookings are completed online and that a **confirmation email has been received**.
- If High Five staff are required to add a booking on your behalf, a **£5 administration fee** will apply.

Fees and Payments/Payment Schedule

- **Contract bookings:** Paid monthly in advance. All payments must be received by the **1st of each month**.
- **Ad-hoc bookings:** Payable at the time of booking.

We do **not accept cash payments**. Fees can be paid using the online payment options available on our website. The setting also accepts all **childcare vouchers**.

Please note:

- Fees are charged for all **booked sessions**, whether attended or not.

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Late Payments

We understand that from time-to-time families may experience unexpected financial difficulties. While late payment charges are in place to ensure the smooth running of the club, we encourage parents and carers to contact us as soon as possible if they are having any problems making a payment. Early communication allows us to discuss the situation and, where appropriate, consider supportive and reasonable arrangements. We are always here to help and work with families to find a solution wherever possible.

- Late payment charges of £8 per day, per invoice will be added **after 48 hours** from the invoice payment date. (1st month)
- High Five After School Club Ltd reserves the right to **refuse childcare** where invoices remain unpaid.
- For childcare voucher payments, we will allow **five working days** for funds to be received after the payment date before any late charges are applied.

If fees remain unpaid:

- Parents/carers will be contacted via email, text, or phone.
- After 24 hours without response, £8 per day will continue to be added.
- After seven days of non-payment and unsuccessful communication, childcare will be withdrawn and **legal action may be taken**.

Any unpaid debt may be referred to the **Small Claims Court**, with the following charges added:

- Full outstanding balance (including late fees)
- £105 Small Claims fee -(issue fee and hearing fee)
- Possible outcome: County Court Judgement (CCJ)

If you are experiencing financial difficulties, we strongly encourage you to contact the Directors Sam and Becky as soon as possible. Requests for adjusted payment arrangements will be considered on an individual basis.

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Session Fee Reviews

Session fees are reviewed annually in **September**. Parents/carers will be given **at least one month's notice**, with changes generally implemented from **1st September**. Additional reviews may occur during the year; where this happens, we will provide as much notice as possible (minimum one month).

Childcare Vouchers

We accept childcare vouchers. Details can be found on the online booking form and our website. All vouchers must be confirmed as being on their way by the **1st of each month**, allowing five working days for receipt.

Drop-Off and Collection

- The club opens at **3:10pm**, Monday to Friday. Staff are unable to accept children before this time.
- The club closes promptly at **6:00pm**.

Regular Late collections may incur a charge of £10 for every ten minutes, per family. While we understand that unforeseen delays may occur and will not be charged however persistent late collections will not be tolerated and may even result in your child's place being withdrawn