Privacy Notice

Public privacy information for parents, schools and staff contacts

UNMATCHED COACHING LTD. Version 1.1

Document owner: Unmatched Coaching Ltd

1. Who controls the information

Unmatched Coaching Ltd (company number 13366344), registered office 10 Cheyne Walk, Northampton NN1 5PT, is responsible for personal information it controls in connection with its coaching and club services. Contact contact@unmatchedcoaching.com with privacy requests. Where we process identifiable pupil information solely on a school's documented instructions for a digital curriculum product, the school may instead be the controller for that data and separate data-processing terms may apply.

2. Information we collect

Depending on service, we collect children's names, dates of birth, school, year group, attendance and relevant contact addresses; parent names, addresses, telephone numbers and email addresses; booking, invoice and payment references; medical, allergy, accessibility and SEND-related information needed for safe participation; accident, incident, safeguarding, medicine and complaint records; authorised collection and walk-home permissions; and, if consent is given, limited images. We may also retain staff suitability and training records.

3. Why and on what basis

We use information to fulfil bookings and contracts, deliver safe services, manage payments and communications, satisfy legal and safeguarding duties, protect vital interests in emergencies and pursue legitimate interests such as service administration and proportionate quality monitoring. Photographs used for identifiable marketing require appropriate separate permission. Health and other special-category details require an additional applicable UK GDPR Article 9 condition, which will be documented in our internal data processing record; the legal basis is not automatically marketing consent.

4. Who may receive it

Only authorised staff and service providers with a genuine need receive relevant information. It may be shared with host schools, their safeguarding leads, emergency services, children's social care, police, insurers, regulators and payment or booking-system providers where lawful and necessary. We do not sell personal data. Sensitive information is not put in general newsletters or openly accessible registers.

5. Security and storage

Paper registers and safeguarding records are kept secure, with safeguarding reports separated from ordinary session files. Devices holding records must have screen locks and controlled access; coaches must not take photographs of children on personal phones. Access is limited by role. A suspected personal data breach must be reported promptly to the data protection contact and assessed for ICO and individual notification obligations.

6. How long we keep information

We retain records only as long as needed for their purpose, legal duties and potential claims. Routine booking and contract records will usually be reviewed for deletion around three years after last attendance, subject to financial/legal exceptions. The Childcare Register sets a two-year minimum for specified attendance, accident and medication records once registered. Some child accident records may reasonably be held until the child's 21st birthday to address personal injury claims. Safeguarding records may need substantially longer, case-dependent retention under applicable safeguarding guidance. Finance records are held for applicable tax and accounting periods. An approved detailed retention schedule governs disposal; we will not automatically erase safeguarding records on request.

7. Rights and questions

Depending on circumstances, individuals may request access, correction, deletion, restriction, objection or portability, and may withdraw photo consent for future use. Some requests are limited by legal duties or safeguarding protections. Contact us at contact@unmatchedcoaching.com. You may complain to the Information Commissioner's Office (ico.org.uk). We will provide further information about the relevant systems and processors as needed.

8. Changes

This notice is reviewed at least annually, and sooner following material changes to our systems or processing activities. Any future Unmatched Curriculum pupil-assessment processing will be separately assessed and contracted before launch.

9. Safeguarding information sharing

Where a child may be at risk, Unmatched may need to share relevant, proportionate personal information with the host school, children's social care, police or other appropriate safeguarding bodies. This will be assessed using the applicable lawful basis and special-category condition. Consent is not always required or appropriate for safeguarding disclosures.

Child protection forms are kept apart from general session registers and access is restricted to authorised personnel. Transfers to safeguarding leads are logged. Requests to delete records may be limited where retention is necessary for safeguarding or legal obligations.