Safeguarding Policies

1. Purpose and commitment

Netball X Events Ltd is committed to providing safe, positive and inclusive residential netball tournaments and festival experiences for children, young people, families, coaches, volunteers, officials and spectators. The welfare of children and young people is paramount. Safeguarding is everyone's responsibility, and all adults involved in our events must act in the best interests of children and young people at all times.

2. Scope

This policy applies to Netball X Events Ltd staff, directors, event representatives, volunteers, contractors, officials, coaches, team managers, group leaders, parents, guardians, accommodation-linked adults, spectators and any other adult involved in the planning, delivery or attendance of a Netball X Events residential tournament or festival involving children and young people.

3. Legal and best-practice framework

This policy is intended to reflect relevant safeguarding expectations in England, including the Children Act 1989, Children Act 2004, Safeguarding Vulnerable Groups Act 2006, Working Together to Safeguard Children, UK GDPR, the Data Protection Act 2018, government guidance for out-of-school settings, and recognised safeguarding guidance for sport and residential trips. We will also have regard to England Netball safeguarding policies, guidance, DBS expectations, codes of conduct and reporting procedures where applicable to netball activity.

4. Safeguarding principles

We will seek to keep children and young people safe by valuing, listening to and respecting them; promoting a culture where concerns can be raised; appointing suitable safeguarding contacts for events; applying safer recruitment and suitability checks where appropriate; requiring appropriate adult supervision; recording and responding to concerns promptly; sharing information only where necessary to protect children or meet legal obligations; and taking reasonable steps to prevent abuse, neglect, bullying, discrimination and poor practice.

5. Roles and responsibilities

Netball X Events Ltd is responsible for creating appropriate event safeguarding arrangements, communicating key expectations, providing reporting routes, responding to concerns and working with relevant agencies where necessary. Group Leaders are responsible for ensuring that their Team, Players, parents, guardians, coaches and accompanying adults understand and follow this policy, the event Terms and Conditions, codes of conduct and any event-specific safeguarding requirements.

6. Supervision and adult ratios

Teams must ensure there are enough suitable adults to supervise children and young people safely throughout the Event, including during travel, free time, meals, accommodation, evening activities, tournament fixtures and presentations. Supervision must take account of the children's ages, needs, maturity, medical requirements, behaviour, gender considerations, venue layout, accommodation arrangements and the nature of the activity. At least one responsible adult aged 21 or above must occupy each unit of accommodation where required by the event Terms and Conditions or accommodation provider.

7. Safer recruitment, DBS and suitability

Any adult undertaking a role which involves supervising, coaching, managing, transporting, caring for or having regular responsibility for children must be suitable for that role. Group Leaders and Teams must ensure that appropriate safer recruitment steps, references, training and Disclosure and Barring Service checks have been completed where required by law, England Netball guidance, National Governing Body guidance, school or club policy, or the nature of the role. Adults must not be placed in a position of trust or unsupervised responsibility for children if there are unresolved safeguarding concerns about their suitability.

8. Residential accommodation arrangements

Accommodation must be arranged in a way that protects children's privacy, dignity and welfare. Children should only share accommodation in arrangements that have been approved by their parent, guardian, school, club or Group Leader and that are appropriate for their age, needs and circumstances. Adults must not share sleeping accommodation with children unless they are the child's parent, guardian or an approved responsible adult under a clearly agreed safeguarding arrangement. Any concerns about accommodation, rooming, supervision, welfare or behaviour must be reported promptly.

9. Transport and travel

Teams and Group Leaders are responsible for planning safe travel arrangements to, from and during the Event unless transport is expressly provided or arranged by Netball X Events Ltd. Travel plans should include suitable supervision, clear pick-up and drop-off arrangements, emergency contact details, seat-belt use, appropriate insurance, driver suitability and contingency plans for delays, illness, emergencies or missing children.

10. Consent, medical information and emergency details

Group Leaders must ensure that appropriate parental or guardian consent has been obtained for each child or young person attending the Event, including consent for participation, residential stay, travel arrangements, emergency treatment where appropriate, photography or filming where applicable, and the sharing of relevant

information with Netball X Events Ltd, venues, accommodation providers, first-aid providers or safeguarding agencies where necessary. Relevant medical, allergy, dietary, accessibility and emergency contact information must be collected, kept up to date and available to responsible adults during the Event.

11. Code of conduct and behaviour

All adults and children must behave respectfully and safely. Bullying, harassment, discrimination, abuse, intimidation, grooming, inappropriate physical contact, inappropriate communication, poor practice, unsafe behaviour, illegal substances and any conduct that places a child or young person at risk will not be tolerated. Breaches may result in removal from the Event, referral to the relevant safeguarding officer, club, school, National Governing Body, local authority children's social care, police or other appropriate body.

12. Reporting safeguarding concerns

Any safeguarding concern, allegation, disclosure, welfare concern or incident involving a child or young person must be taken seriously and reported promptly. If a child is at immediate risk of harm, emergency services should be contacted without delay. Concerns should also be reported to the event safeguarding contact, Group Leader, club welfare officer, school safeguarding lead, England Netball safeguarding team, local authority children's social care or police as appropriate. Adults must not investigate concerns themselves, promise confidentiality to a child or delay reporting where a child may be at risk.

13. Responding to a disclosure

If a child or young person tells an adult that they are being harmed or are worried about their safety, the adult should listen calmly, reassure the child that they have done the right thing by speaking up, avoid asking leading questions, explain that the information may need to be shared with people who can help keep them safe, make an accurate written record as soon as possible, and report the concern through the appropriate safeguarding route.

14. Missing child procedure

If a child or young person is believed to be missing, responsible adults must act immediately. This may include checking the last known location, contacting the Group Leader and event safeguarding contact, searching agreed safe areas without leaving other children unsupervised, contacting the child's parent or guardian where appropriate, informing venue or accommodation staff, and contacting the police if the child is not found promptly or there is any concern for their safety.

15. First aid, medical needs and emergencies

Netball X Events Ltd will make reasonable arrangements for first aid or medical support at tournament venues, but Teams and Group Leaders remain responsible for ensuring that children's known medical needs, medication, allergies and emergency information

are appropriately managed. Emergency procedures must be followed where there is illness, injury, safeguarding concern, severe weather, venue evacuation, accommodation incident or any other situation that may affect a child's safety or welfare.

16. Photography, filming and online safety

Photography and filming must be managed in accordance with the event Terms and Conditions, Photography and Videography policy, safeguarding expectations and data protection law. Images of children must not be used in a way that places them at risk, identifies sensitive personal information, embarrasses them, or breaches consent or safeguarding restrictions. Adults must not contact children privately through personal social media, messaging apps or online platforms unless this is expressly authorised, necessary and appropriately supervised under the Team's safeguarding arrangements.

17. Information sharing and record keeping

Safeguarding records must be accurate, factual, dated and stored securely. Information should only be shared with those who need to know in order to protect children, manage risk, meet legal obligations or comply with safeguarding procedures. Personal information will be handled in accordance with the Privacy and Data Protection section of these Terms and applicable UK data protection law.

18. Review and compliance

This policy should be reviewed regularly and updated where required to reflect changes in legislation, government guidance, England Netball guidance, event arrangements or good safeguarding practice. By making a Booking and attending the Event, Group Leaders confirm that this policy has been shared with relevant adults, parents, guardians and Participants and that reasonable steps will be taken to comply with it.

Privacy and Data Protection Policy

1. Purpose of this policy

Netball X Events Ltd is committed to protecting personal information and respecting privacy. This policy explains how we collect, use, store, share and protect personal information in connection with our website, enquiries, bookings, team registrations, residential netball tournaments, festivals, accommodation arrangements, safeguarding, welfare, photography, filming, communications and event administration.

2. Data protection law

We will handle personal information in accordance with applicable UK data protection law, including the UK General Data Protection Regulation, the Data Protection Act 2018 and, where relevant, the Privacy and Electronic Communications Regulations. We will

follow the principles of lawfulness, fairness, transparency, purpose limitation, data minimisation, accuracy, storage limitation, security and accountability.

3. Who this policy applies to

This policy applies to personal information relating to Group Leaders, Teams, Players, parents, guardians, coaches, club officials, volunteers, spectators, accommodation-linked adults, event staff, contractors, suppliers and anyone else who contacts us, makes a booking, attends an event or takes part in a Netball X Events activity.

4. Personal information we may collect

We may collect personal information including names, contact details, team or club details, role, age group, date of birth or age where needed for eligibility, booking information, payment status, accommodation preferences, attendee numbers, emergency contact details, medical, allergy, dietary or accessibility information, safeguarding information, consents, photographs, video or audio recordings, correspondence, complaint information and information provided through our website, forms, email, telephone or event communications.

5. How we use personal information

We use personal information to manage provisional enquiries, process team registrations and tournament registration fees, issue confirmation emails and accommodation booking instructions, administer Events, confirm eligibility, manage fixtures and presentations, communicate with Group Leaders and Participants, support safeguarding and welfare, manage medical or emergency situations, process payments, handle complaints, comply with legal obligations, maintain records and improve our services.

6. Lawful bases for processing

We will rely on one or more lawful bases under UK data protection law depending on the purpose of the processing. These may include performance of a contract or steps before entering a contract, compliance with legal obligations, our legitimate interests in organising safe and effective events, consent where required, and vital interests where processing is necessary to protect someone in an emergency.

7. Children and young people

Because our Events may involve children and young people, we will take particular care when handling children's personal information. We will only collect information that is reasonably necessary for participation, eligibility, safeguarding, welfare, health and safety, accommodation, communication and event administration. Group Leaders must ensure that appropriate parental, guardian, school or club authority has been obtained before providing information about children or young people to us.

8. Special category information

We may process special category information, such as health, medical, disability, allergy, dietary, accessibility or safeguarding information, only where it is necessary and lawful

to do so. This may include processing needed for safe participation, safeguarding, emergency response, welfare support, reasonable adjustments, legal obligations, vital interests or the establishment, exercise or defence of legal claims.

9. Sharing personal information

We may share personal information with venues, accommodation providers, payment service providers, booking platforms, insurers, professional advisers, event suppliers, first-aid or medical providers, safeguarding leads, schools, clubs, National Governing Bodies, local authority children's services, the police or regulators where this is reasonably necessary for event administration, accommodation, safeguarding, welfare, safety, legal compliance or dispute management. We will not sell personal information.

10. Photography, filming and media

Photography, filming and broadcasting may take place at our Events. Images, video or audio recordings may include Players, Participants, coaches, officials and spectators. We may use suitable event media for administration, safeguarding, information, promotion, website content, social media, brochures and other marketing materials, subject to our Photography and Videography terms, consents, reasonable objections and safeguarding considerations.

11. Marketing and service messages

We will only send marketing communications where we are permitted to do so under applicable law. Where consent is required, it may be withdrawn at any time. We may continue to send important service messages about bookings, payments, accommodation, event changes, safeguarding, safety, complaints or administration where necessary.

12. Data retention

We will keep personal information only for as long as reasonably necessary for the purposes for which it was collected. This may include retaining information for event administration, accounting, insurance, safeguarding, complaints, dispute management, legal record keeping and business administration. Retention periods may vary depending on the type of information and the reason it is held.

13. Security

We will use appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure. Group Leaders must also take reasonable care when collecting, storing and sharing participant information, booking links, forms, medical details, consent information and event communications with their Team.

14. Individual rights and complaints

Individuals have rights under UK data protection law, which may include the right to access their personal information, request correction, request erasure, restrict or object to processing, request data portability where applicable, and complain to the

Information Commissioner's Office. Some rights may be limited where we need to keep information for safeguarding, legal, insurance, contractual or legitimate event-administration reasons. If you have any questions or wish to exercise a data protection right, please contact us using the contact details in these Terms or on the event website.

15. Review of this policy

We may update this policy from time to time to reflect changes in our Events, booking processes, safeguarding procedures, technology, guidance or applicable law. The latest version will apply from the date it is published or otherwise made available.

Photography and Video Policy

1. Purpose of this policy

Netball X Events Ltd recognises that photography and video can celebrate achievement, promote participation and help families, teams and players remember a positive event experience. This policy explains how photography, filming, live streaming and the use of images will be managed at our netball tournaments, festivals and residential events in a way that supports safeguarding, respects privacy and complies with applicable UK data protection law.

2. Scope

This policy applies to photographs, video recordings, audio recordings, live streams, social media content, website content, promotional materials, printed materials and any other media captured at or in connection with a Netball X Events activity. It applies to Netball X Events Ltd, our staff, representatives, official photographers or videographers, contractors, volunteers, Teams, Group Leaders, Players, parents, guardians, spectators and other Participants.

3. Safeguarding and children's welfare

The welfare of children and young people is our priority. Images and recordings of children must never be used in a way that places a child at risk, identifies sensitive personal information, enables unwanted contact, causes embarrassment or distress, breaches safeguarding restrictions, or conflicts with a reasonable objection from a parent, guardian, school, club or safeguarding lead. Particular care must be taken where children are subject to safeguarding arrangements, court orders, confidentiality requirements or other protection measures.

4. Consent and lawful basis

Where photography or filming involves identifiable individuals, it may involve personal information. We will rely on an appropriate lawful basis under UK data protection law depending on the purpose of the image or recording. For general event atmosphere images, administration or reasonable promotional use, this may include legitimate

interests where appropriate. For close-up images, named features, interviews, testimonials, case studies or images focused on children and young people, we may request consent from the individual or from a person with parental responsibility where required.

5. Group Leader responsibilities

Group Leaders must ensure that parents, guardians, schools, clubs and Participants are made aware that photography and video may take place at the Event. Group Leaders are responsible for collecting and communicating any relevant consent restrictions, safeguarding concerns, no-photo requests or specific media objections to Netball X Events Ltd in writing before the Event, and must update us if circumstances change.

6. Official photographers and videographers

Only photographers, videographers, media personnel or content creators authorised by Netball X Events Ltd may capture images or recordings for official event, promotional or commercial purposes. Official media personnel may be required to follow event instructions, safeguarding expectations, identification requirements, venue rules and any reasonable restrictions notified by Netball X Events Ltd or the event safeguarding contact.

7. Spectator and parent photography

Parents, guardians and spectators may take photographs or videos for personal and family use, unless the venue, accommodation provider, safeguarding contact or Netball X Events Ltd states otherwise. Images or recordings taken for personal use should not be used commercially, shared publicly in a way that identifies or places children at risk, or uploaded to open social media platforms where this conflicts with safeguarding, privacy, consent or reasonable objections from others.

8. Social media and publication

We may use suitable images or recordings from Events on our website, social media channels, brochures, newsletters, presentations and other promotional or information materials. When publishing images of children, we will take reasonable steps to avoid unnecessary personal details, sensitive information, location information or content that could increase safeguarding risk. We will not normally publish a child's full name alongside their image without appropriate consent or a clear and lawful reason.

9. Changing or withdrawing consent

Where we rely on consent for photography or filming, consent may be withdrawn at any time by contacting us using the details provided in the Terms and Conditions or on the event website. Withdrawal of consent will not affect the lawfulness of any use that took place before withdrawal. We will make reasonable efforts to stop future use of the relevant image or recording, but we may not be able to remove material that has already been printed, distributed, archived, shared by third parties, or used in completed publications.

10. Storage and security

Images and recordings held by Netball X Events Ltd will be stored securely and accessed only by those who reasonably need access for event administration, safeguarding, marketing, media, complaints, insurance, legal or business purposes. We will retain images and recordings only for as long as reasonably necessary for the purpose for which they were collected, unless a longer period is required for safeguarding, legal, insurance or dispute-management reasons.

11. Prohibited or restricted photography and filming

Photography, filming or recording is not permitted in changing areas, toilets, private accommodation spaces, medical treatment areas, safeguarding meetings or any other area where privacy is expected. Covert recording, inappropriate close-up images, images that target a child unfairly, or any media activity that could reasonably be considered intrusive, unsafe, exploitative or contrary to safeguarding standards is prohibited.

12. Reporting concerns

Any concern about photography, filming, online sharing, misuse of images, unauthorised media activity or a breach of this policy should be reported promptly to Netball X Events Ltd, the event safeguarding contact, the Group Leader or the relevant club or school safeguarding lead. If there is an immediate risk to a child or young person, emergency services or the appropriate safeguarding authority should be contacted without delay.

13. Relationship with other policies

This policy should be read alongside the Terms and Conditions, Privacy and Data Protection Policy, Safeguarding Policy, Code of Conduct and any venue, accommodation provider or event-specific photography and filming rules. Where there is a safeguarding concern, child welfare will take priority over promotional or media use.

14. Review

We may review and update this policy from time to time to reflect changes in legislation, safeguarding guidance, data protection guidance, event arrangements, technology or good practice. The latest version will apply from the date it is published or otherwise made available.

Complaints Handling Policy

1. Purpose of this policy

Netball X Events Ltd aims to provide safe, well-organised and enjoyable netball tournaments, festivals and residential event experiences. We recognise that concerns or complaints may sometimes arise. This policy explains how complaints can be raised, how we will handle them, and the process we will follow to resolve matters fairly, promptly and consistently.

2. What this policy covers

This policy covers complaints about Netball X Events Ltd services, event organisation, booking administration, communication, conduct of our representatives, tournament arrangements, residential event arrangements, safety, welfare, accessibility, photography, complaints about our handling of concerns, or any other matter connected with an Event that is within our reasonable control.

3. What this policy does not cover

This policy does not cover matters that are solely the responsibility of a third party, such as accommodation providers, venue providers, transport providers, payment providers or other independent suppliers, although we may assist by signposting you to the correct contact where appropriate. It also does not replace safeguarding, emergency, insurance, legal, data protection or regulatory reporting procedures where those procedures apply.

4. How to raise a complaint

Complaints must be made in writing so that we have a clear record of the concern and the outcome being requested. Written complaints can be submitted by email or through the written contact details provided in the Terms and Conditions or on the event website. Where possible, the complaint should include the name of the Group Leader, Team, Event, date, location, details of what happened, who was involved, any supporting evidence, and the outcome being requested. Emergency, welfare or safeguarding concerns may be raised initially by telephone where an immediate response is needed, but they must be followed up in writing as soon as reasonably possible.

5. Process note: how we handle complaints

We follow a staged complaints process. First, we will try to resolve concerns informally where this is appropriate. If the matter cannot be resolved informally, or if a formal complaint is requested, we will acknowledge the complaint, review the information provided, speak to relevant people where appropriate, consider any documents or evidence, decide whether the complaint is upheld, partly upheld or not upheld, and provide a written response. If the complainant remains dissatisfied, they may request a review by someone not directly involved in the original response where reasonably possible.

6. Timescales

We will aim to acknowledge formal complaints within 5 working days of receipt. We will aim to provide a full written response within 28 days where possible. If a complaint is complex, requires information from third parties, involves safeguarding or welfare issues, or cannot reasonably be completed within that timescale, we will provide an update and explain when a response is expected.

7. Complaints during an Event

If a complaint arises during an Event, standard complaints should still be made in writing. If the issue is urgent and relates to an emergency, welfare matter, safeguarding concern or immediate safety issue, it may be raised initially with the event representative, tournament organiser or Group Leader by telephone or in person so that action can be taken quickly. Any such concern must then be confirmed in writing as soon as reasonably possible. Raising a concern during the Event does not prevent a formal written complaint from being submitted afterwards.

8. Safeguarding, welfare and emergency concerns

If a complaint includes a safeguarding concern, welfare concern, allegation of abuse, serious injury, immediate risk, missing child concern or any other urgent safety matter, it will be handled under the relevant safeguarding or emergency procedure first. These concerns may be raised initially by telephone where urgent action is required and should then be confirmed in writing as soon as reasonably possible. Where a child or young person may be at immediate risk of harm, emergency services or the appropriate safeguarding authority should be contacted without delay.

9. Fairness and confidentiality

We will handle complaints fairly, proportionately and respectfully. We may need to share information with staff, event representatives, suppliers, venues, safeguarding contacts, insurers, advisers or authorities where necessary to investigate or respond to the complaint. Personal information will be handled in accordance with our Privacy and Data Protection Policy.

10. Outcomes

Where a complaint is upheld or partly upheld, we will consider an appropriate remedy. This may include an explanation, apology, practical action, correction of information, staff briefing, policy review, process improvement, referral to a third party, or another reasonable step. Any refund, credit or financial remedy will be considered in line with the Terms and Conditions, the circumstances of the complaint and any applicable legal obligations.

11. Review stage

If the complainant is dissatisfied with the complaint response, they may request a review within 28 days of the response being issued. The request should explain why the complainant remains dissatisfied and what outcome they are seeking. We will aim to complete the review within 28 days where possible and will confirm our final position in writing.

12. Record keeping and improvement

We will keep appropriate records of complaints, responses, outcomes and lessons learned. Complaints may be used to identify improvements to event planning,

communication, safeguarding, accessibility, supplier management, booking processes, training or customer service.

13. Unreasonable or abusive complaints behaviour

We expect complaints to be made honestly and respectfully. We may take reasonable steps to manage contact where behaviour becomes abusive, threatening, discriminatory, persistent, vexatious or unreasonable. This will not prevent a genuine complaint from being considered, but it may affect how communication is managed.

We may review and update this policy from time to time to reflect changes in our Events, booking processes, safeguarding requirements, customer service standards, legislation, guidance or good practice. The latest version will apply from the date it is published or otherwise made available.