



POLICIES & PROCEDURES

March 2026



Contents

SAFEGUARDING CHILDREN POLICY AND PROCEDURES.....	3
ANTI BULLYING POLICY.....	5
STATEMENT OF INTENT	5
WHAT IS BULLYING?.....	5
WHY IS IT IMPORTANT TO RESPOND TO BULLYING?	5
OBJECTIVES OF THIS POLICY.....	5
SIGNS AND INDICATORS	6
PROCEDURES	6
EQUALITY AND DIVERSITY POLICY	7
PRIVACY POLICY	8
PROTECTING YOUR DATA ON OUR WEBSITE.....	8
THE DATA WE MAY COLLECT	8
INFORMATION YOU VOLUNTARILY PROVIDE.....	8
WHERE WE STORE YOUR DATA	9
WHERE WE SHARE YOUR DATA.....	9
HOW WE KEEP YOUR DATA SAFE.....	9
COOKIES AND PIXELS.....	10
YOUR RIGHTS	10
CHANGES TO OUR POLICY.....	11
COMPLAINTS.....	11
CONTACTING US.....	11



SAFEGUARDING CHILDREN POLICY AND PROCEDURES

EGHAM SWANS SAFEGUARDING CHILDREN

1. We, Egham Swans, acknowledges our responsibility to safeguard the welfare of each child and young person who is entrusted to our care. We are committed to working to provide a safe environment for all of our members. A child or young person is anyone under the age of 18, engaged in any football activity with us. We follow The Football Association's (The FA) Safeguarding Children Policy and Procedures and endorse and adopt the Policy Statement contained in that document.
2. The key principles of The FA Safeguarding Children Policy are that:
 - the child's welfare is, and must always be, the paramount consideration
 - all children and young people have a right to be protected from abuse regardless of their age, gender, disability, race, sexual orientation, faith or belief
 - all suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately
 - working in partnership with other organisations, children and young people and their parents/carers is essential.
3. We acknowledge that each child or young person who plays or participates in football should be able to take part in an enjoyable and safe environment and be protected from poor practice and abuse. Egham Swans recognises that this is the responsibility of every adult involved in our club.
4. Egham Swans has a role to play in safeguarding the welfare of all children and young people by protecting them from physical, sexual or emotional harm and from neglect or bullying. We follow The Football Association's Safeguarding Children Regulations as specified in their handbook and this applies to everyone in football, whether in a paid or voluntary capacity.
5. We adopt The FA's Responsible Recruitment guidelines for recruiting volunteers and we will interview people before appointing them ask for and follow up with 2 references before appointing someone. This is applicable to anyone who should work directly with children and young people, and there will be a DBS with Barring List Check in line with current FA policy and regulations.
6. All current Egham Swans members working in eligible roles, with children and young people – such as academy managers, senior coaches, junior coaches, volunteers and Parent Hosts are required to hold an in-date accepted Enhanced DBS with Barring List check as part of responsible recruitment practice.
7. If there are concerns regarding the appropriateness of an individual who is already involved or who has approached by us to become part of Egham Swans, guidance will be sought from The Football Association. The FA aims to prevent people with a history of relevant and significant offending from having contact with children or young people and the opportunity to influence policies or practice with children or young people. This is to prevent direct sexual or physical harm to children and to minimise the risk of grooming within football.



8. Egham Swans have an appointed Club Welfare Officer in line with The FA's role profile and required completion of the Safeguarding Children and Welfare Officers Workshop. The Club Welfare Officer is the first point of contact for all club members regarding concerns about the welfare of any child or young person. The Club Welfare Officer will liaise directly with the Club Management Team and will be familiar with the procedures for referring any concerns.

9. We acknowledge and endorse The FA's identification of bullying as a category of abuse. Bullying of any kind is not acceptable at our club. If bullying does occur, all players or parents/carers should be able to tell and know that incidents will be dealt with promptly. Incidents need to be reported to the Club Welfare Officer in cases of serious bullying the LADO and the Club Management Team may be contacted.

10. Respect codes of conduct for Players, Parents/Spectators, and Coaches have been implemented by Egham Swans. In order to validate these Respect codes of conduct, the club has clear actions it will take regarding repeated or serious misconduct at club level.

11. If you are worried about a child then you need to report your concerns to the Club Welfare Officer. If the issue is one of poor practice, the Club Welfare Officer will either:
 - If the issue is one of poor practice will either:
 - deal with the matter themselves or
 - seek advice from the Club Management Team
 - If the concern is more serious i.e. possible child abuse, where possible, contact the LADO first, then immediately contact the Police or Children's Social Care.
 - If the child needs immediate medical treatment take them to a hospital or call an ambulance and tell them this is a child protection concern. Let your Club Welfare Officer know what action you have taken, they in turn will inform the LADO.
 - If at any time you are not able to contact your Club Welfare Officer or the matter is clearly serious then you can either:
 - contact the **Police** or **Children's Social Care**
 - call the **NSPCC 24 hour Helpline** for advice on **0808 800 5000** or text **88858** or email **help@nspcc.org.uk**



ANTI BULLYING POLICY

STATEMENT OF INTENT

We are committed to providing a caring, friendly and safe environment for all of our staff, players and their families so they can participate in football in a relaxed and secure atmosphere. Bullying of any kind is not acceptable. If bullying does occur, all staff, players and their families should be able to report and know that the incident/s will be dealt with promptly and effectively.

WHAT IS BULLYING?

Bullying is the use of aggression with the intention of hurting another person. Bullying results in pain and distress to the victim. Bullying can be:

- Emotional – being unfriendly, excluding (emotionally and physically) sending hurtful text messages, tormenting, (e.g. hiding football boots/shin guards, threatening gestures)
- Physical pushing, kicking, hitting, punching or any use of violence
- Racist – racial taunts, graffiti, gestures
- Sexist – because of, or focussing on the issue of sex or gender of an individual
- Sexual – unwanted physical contact or sexually abusive comments
- Homophobic – because of, or focussing on the issue of sexuality
- Verbal – name-calling, sarcasm, spreading rumours, teasing

WHY IS IT IMPORTANT TO RESPOND TO BULLYING?

Everybody has the right to be treated with respect. Individuals who are bullying need to learn different ways of behaving and to make better choices. The impact upon a child or young person can be devastating and can affect all aspects of their life. In extreme circumstances it can lead to suicide threats or even attempts. At Egham Swans our aim is to make confident footballers who can both play well but also have the right attitude and respect for others.

OBJECTIVES OF THIS POLICY

1. All staff, coaches, volunteers and parents/carers should have an understanding of what bullying is
2. All staff, coaches, volunteers and parent hosts should know what stance Egham Swans takes on bullying, and follow the policy when bullying is reported
3. All players and parents/carers should know what the Egham Swans policy is on bullying, and what they should do if bullying arises
4. Egham Swans take bullying seriously
5. Players and parents/carers should be assured that they would be supported when bullying is reported
6. Bullying will not be tolerated
7. Failure to follow this policy will lead to disciplinary action such as: being being subject to the disciplinary process as gross misconduct, or being asked to stop playing.



SIGNS AND INDICATORS

A child may indicate by signs or behaviour that he or she is being bullied. Adults should be aware of these possible signs and that they should investigate if a child:

1. says he or she is being bullied
2. is unwilling to go to training sessions
3. becomes withdrawn anxious, or lacking in confidence
4. feels ill before training sessions
5. comes home with clothes torn or training equipment damaged
6. has possessions go 'missing'
7. asks for money or starts stealing money (to pay the bully)
8. has unexplained cuts or bruises
9. is frightened to say what's wrong
10. gives improbable excuses for any of the above.

In more extreme cases:

1. starts stammering
2. cries themselves to sleep at night or has nightmares
3. becomes aggressive, disruptive or unreasonable
4. is bullying other children or siblings
5. stops eating
6. attempts or threatens suicide or runs away

These signs and behaviours may indicate other problems, but bullying should be considered a possibility and should be investigated.

PROCEDURES

1. Report bullying incidents to the Egham Swans WO or a senior member of staff
2. In cases of serious bullying, the incidents will be referred to the LADO/ CPO/ Police for advice
3. Parents should be informed and will be asked to come to a meeting to discuss the problem
4. If necessary and appropriate, the Police will be consulted
5. The bullying behaviour or threats of bullying must be investigated and the bullying stopped quickly
6. An attempt will be made to help the bully (bullies) change their behaviour
7. If mediation fails and the bullying is seen to continue, the club will initiate disciplinary action

In the rare case of an adult reported to be bullying anyone within Egham Swans under 18 please call us immediately on 020 3744 7278 immediately. We will agree to meet with all parties and the police will be contacted if required.

If any adult is feeling bullied within the club, then they must contact us on 020 3744 7278 immediately. We will agree to meet with them and mediate between parties.



EQUALITY AND DIVERSITY POLICY

Egham Swans are responsible for insuring that our standards and values apply at every level. We aim to make football as accessible as possible to the children who choose to join.

The Egham Swans Equality & Diversity Policy is to ensure that each child, coach and parent/carer is treated fairly and with respect within our activities.

Egham Swans are committed to encouraging equality and diversity among our workforce and eliminating unlawful discrimination. All members representing Egham Swans should abide and adhere to this policy and to the requirements of the Equality Act 2010. Egham Swans work to create equal opportunities for our team. Each coach shall be entitled to the same levels of training and encouraged to pursue CPD within Egham Swans

Egham Swans work to promote inclusion and to confront and eliminate discrimination whether by reason of age, gender, disability, race, sexual orientation, faith or belief. Egham Swans will not tolerate harassment, including sexual harassment, bullying, abuse, discrimination or victimisation of any member.

Egham Swans work to create a positive change within football and endorses that it is a sport for all.



PRIVACY POLICY

PROTECTING YOUR DATA ON OUR WEBSITE

Last updated: 22nd March 2026

Egham Swans is wholly owned by Ace Sports Academy Ltd, Registration number 14559703, and is registered, and trades at Suite 43 Basepoint Business Centre, Little High Street, Shoreham-By-Sea, England, BN43 5EG. We are careful how information about you is stored, used and shared. This notice describes our means of storing your data, using your data, and protecting your data.

When you sign on to our courses, you will fill in a booking and registration form and are accepting and consenting to us processing your personal data in accordance with our Privacy Policy.

Egham Swans believes it is important to protect your Personal Data (as defined in the EU General Data Protection Regulation 2016/679 (GDPR) and the Data Protection Act 1998) and we are committed to giving you a personalised service that meets your needs in a way that also protects your data and privacy. This requires us to collect personal data from you. However, we want to put you in control of that personal data. We want you to be aware at all times where and how your personal data is being used. This is of paramount importance to us.

This policy will explain:

- What data we may collect about you
- How we collect your personal data
- What we do with your data
- Where we store your data
- How we keep your data secure
- Whether we share your data anywhere else
- Your rights in relation to your data

THE DATA WE MAY COLLECT

INFORMATION YOU VOLUNTARILY PROVIDE

- If you contact us (by phone, email or through the Website) with an enquiry or in response to any communication from us, we may keep a record of that correspondence for three years in case we need to contact you in relation to the issue for which you contacted us, for operational performance improvement and/or nuisance caller management. We will not use it for marketing purposes.
- When you register to use our services, via the Website or Booking Software, in which case this may include your contact details, your child's name, date of birth, and medical details, and how you will pay for the product or service.

WHAT WE DO WITH YOUR DATA

Personal Data about our customers is an important part of our business and we shall only use your Personal Data for the following purposes, and shall not keep such Personal Data longer than is necessary to fulfil these purposes:

- To help us to identify you when you contact us.



- To help us to identify accounts, services and/or products which you could have from us, from time to time.
- To help us to administer and to contact you about improved administration of any accounts or services we provide.
- To help to prevent and detect fraud or loss.
- We may record communications with you (including phone conversations and emails) for quality assurance and compliance.

Where you give us Personal Data on behalf of someone else, you confirm that you have provided them with the information set out in this Privacy Policy and that they have not objected to such use of their Personal Data.

WHERE WE STORE YOUR DATA

We may store your information, when required, physically and electronically.

Physical Data:

- Your data may be stored physically in the forms of registers and mandate forms.
- We do not store your data physically without your knowledge.
- If we obtain your data physically, it will be destroyed after two weeks, or earlier at your request. We may occasionally request proof of identity before we disclose personal data to you.

Electronic Data:

- Your personal data will be stored in our Booking Software.
- We destroy any personal data we have of you, in our Booking Software 5 years after your final use of our service.

WHERE WE SHARE YOUR DATA

We may allow other people and organisations to use Personal data we hold about you in the following circumstances:

- If we are under a duty to disclose or share your personal data in order to comply with any legal or regulatory obligation or request.

WHO WE SHARE YOUR INFORMATION WITH

Your Personal Data is disclosed to our employees, on “a need to know” basis and we confirm that all such persons understand the importance of client confidentiality and privacy.

Your Personal Data may be used to contact you, to perform the fulfilment or payment of any bookings made by you via our Booking Software.

HOW WE KEEP YOUR DATA SAFE

We do not store credit card details nor do we share customer details with any third parties. We have strict security measures to protect Personal Data.



- We will not disclose your Personal Data to any third party except in accordance with this Privacy Policy.
- We obviously transmit the entire credit card number to the appropriate credit card company during order processing.

COOKIES AND PIXELS

'Cookies' are small pieces of data that are stored on your computer, mobile phone or other devices, to recognise your browser and record how you have used a website. Pixels are small blocks of code on web pages or emails that do things like allow another server to measure viewing of a web page or email and are often used in connection with cookies.

We may use cookies to monitor how people use our site. This helps us to understand how our customers and potential customers use our website so we can develop and improve the design, layout, and function of the sites.

You can normally alter the settings of your browser to prevent it from accepting cookies. If you do not want us to use cookies in your browser, you can set your browser to reject cookies or to tell you when a website tries to put a cookie on your computer. However, you may not be able to use some of the services on our website without cookies.

Please refer to your device's help material to learn what controls you can use to remove or block cookies. Your device may have third-party add-ons that can add, disable or delete cookies. We are not responsible for these third-party add-ons, or the cookies they may place in your browser.

YOUR RIGHTS

It is important to us that you are able to control your personal information.

You have the right to ask us not to process your personal information, with the exception of customer communication such as welcome emails, training guides, service feedback, registration reminders, booking confirmation and similar. You can exercise your right to prevent such processing at any time by contacting us at info@eghamswansfc.com

This Privacy Policy applies to the handling and management of Personal Data we hold about individuals. It does not apply to information we hold about companies and other organisations.

You have the right to obtain a copy of the Personal Data that we hold about you. You can do this by emailing us at info@eghamswansfc.com. There may be a nominal charge of £10 to cover administrative costs.

We aim to keep the Personal Data we hold about you accurate and up to date. If you tell us that we are holding any inaccurate Personal Data about you, we will delete it or correct it promptly. Please email us at info@eghamswansfc.com to update your Personal Data.

CONSENT

By using the Website, Booking Software and our Services, you consent to us using your Personal Data for the purposes explained and set out in this Privacy Policy.



CHANGES TO OUR POLICY

We reserve the right to change this policy at any time without notice, in which case, we will publish the amended version on this page. Where appropriate, we will notify you by email. You confirm that we shall not be liable to you or any third party for any change made to this Privacy Policy from time to time. It is your responsibility to check regularly to determine whether this Privacy Policy has changed.

COMPLAINTS

If you wish to make a complaint about the Website, Booking Software, our Services, or any associated matter, you may contact us by telephone, email, or letter. Wherever possible, complaints will be dealt with promptly, and you will receive a response under 30 working days.

CONTACTING US

If you would like any more information or you have any comments about our Privacy Policy, please either call us on 020 3744 7278 or email info@eghamswansfc.com