

By signing up to the Mini learning Lab Virtual Explorers Club you are agreeing to the following terms and conditions:



Mini Learning Lab's Terms and Conditions aim to present a fair sustainable structure to all. We aim to provide the highest quality clubs and workshops for all our customers. We are committed to the safety of all persons who attend our sessions and to deliver the highest standard of service. Participating in a Mini Learning Lab club or workshop is entirely at your own risk without any proven negligence, breach of duty of care or lack of due diligence by Mini Learning Lab.

Payment is through our online booking system; your place is confirmed on receipt of full payment. You will receive an automated reply confirming your place.

Admissions & Fees Policy

Mini Learning Lab provides after school clubs and online science lessons care for children between the ages of 4 and 11

Places are offered on a first-come first-served basis. When all places have been filled, a waiting list will be established.

Booking procedure

When an enquiry regarding places is made, parents or carers will be directed to all the relevant class information on the Mini Learning Lab/ Book That In website. If a place is available, the parent will be asked to pay the full class price via the website or by way of bank transfer. This payment is non-refundable. If no places are available a child's name will be added to the waiting list. If suitable places become available parents will be informed.

For private group bookings, payments can be made in two parts by arrangement. Changes can be made to the number of children in the group up to one week before the date of the class.

For after-school classes, parents will be required to pay the balance of the class fee in advance before the date of the first class. Once paid for, if a child does not attend for any reason, you will still be charged for this place. If you wish to cancel the place altogether, one month's notice in writing is required.

If an after-school club is arranged via a school, the school's terms and conditions will prevail.

Registration

When a payment for a class has been received parents will be asked to complete the necessary online paperwork, ie contract, registration, medical and photo permission forms, before their children can attend the class(es), unless they have completed this information for a previous class.

Fees

Fees are charged at agreed daily, weekly or termly rates, as set out at the time of booking. We do not currently accept childcare vouchers. Fees can be paid online, by cheque, electronic transfer, direct debit or cash. There is no registration or membership fee. However additional optional fees may be charged for your child to access certain equipment at the classes where this equipment has incurred significant financial outlay. Where this is the case, it will be made clear at the time of booking. Fees are charged for booked sessions whether the child attends or not, subject to the policies set out above. We offer a discount for second (or further) siblings attending the same class and other discounts may be available from time to time. Discounts will be shown at the booking stage or via Mini Learning Lab promotional materials or emails.

Payment of fees

Fees are reviewed regularly. Mini Learning Lab will consider requests for variation to payment terms on an individual basis. Anyone making these requests should contact the class leader at the earliest opportunity. Any queries regarding fees should be directed to the class leader. If fees are not paid, Mini Learning Lab will email the parent or carer, requesting payment. If the parents or carers are having difficulty making the payment on time we recommend that they speak with the class leader as soon as possible. Where there is no explanation for late payment, the class leader will contact the parents or carers to discuss payment options. If the fees remain unpaid after all the above options have been explored, the class may have to cancel the child's place

Renewals

After school clubs

No later than two weeks before your term runs out your class leader will ask you whether you wish to renew for another term. The Class Leader will inform you of the mechanism to rebook your space and payment terms. Note however that places remain on a first come first served basis.

Virtual Explorers Club

This is a monthly subscription where you consent to the debiting of your account via Book That In/ Stripe on a monthly basis. Notice of cancellations must be received one month in advance of intended termination.

Cancellation and Refunds

Assuming there are no grounds for complaint the following procedures apply:

After-school clubs

If a participant cannot attend a course and has contacted Mini Learning Lab to let them know more than 7 days in advance of the course commencement date, the participant will be offered a full refund, minus an administration fee equivalent to one session.

If a participant does not attend a session due to holiday or illness while the course is ongoing there will be no refunds offered and the participant is liable to pay.

In the event of Mini Learning Lab cancelling an event a full pro rata refund will be given for those who have booked, if alternative 'catch up sessions' cannot be arranged.

Should Mini Learning Lab cancel due to forces beyond our control e.g, unexpected school closure, snow day, pandemic then a full pro rata refund will be given for those who have booked only if alternative 'catch up sessions' cannot be arranged.

If an event cannot take place due to a catastrophic circumstance (war, natural disaster, government directive) then there will be no refund.

Virtual Explorers Club

If a participant wishes to cancel their monthly subscription, one-month notice must be given in writing.

If a participant does not attend a session due to holiday or illness while the course is ongoing there will be no refunds offered and the participant is liable to pay.

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This policy was adopted by Mini Learning Lab Date: 01 May2020 To be reviewed: 01 May2021 Signed: Ruth Tsui Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: **Information and records** [3.68-3.75]

COMPLAINTS POLICY STATEMENT

Mini Learning Lab views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Mini Learning Lab knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Mini Learning Lab

Where Complaints Come From

Complaints may come from any customer of Mini Learning Lab

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with Ruth Tsui

Complaints Procedure of Mini Learning Lab

Publicised Contact Details for Complaints

Written complaints may be sent to Mini Learning Lab, Lavender House, Andover, SP11 7HL or by e-mail at minilearninglab@gmail.com

Receiving Complaints

Complaints received by telephone or in person will be recorded. The person who receives a phone or in person complaint will:

Write down the facts of the complaint

Take the complainant's name, address and telephone number

Note down the relationship of the complainant to Mini Learning Lab

Tell the complainant that we have a complaints procedure

Tell the complainant what will happen next and how long it will take

Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Complaints will be acknowledged by the person handling the complaint within a week.

The acknowledgement will say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants will receive a definitive reply within one week. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

This policy was adopted by Mini Learning Lab Date: 01 May2020 To be reviewed: 01 May2021 Signed: Ruth Tsui

Commitment to Equal Opportunities

This Equal Opportunities Policy Statement is designed to implement the commitment of Mini Learning Lab to Equal Opportunities. It is the responsibility of every team member to ensure his or her own conduct conforms to the expected standards and reflects these Policy Statements. The aim of the policy is to encourage understanding and respect amongst individuals so as to promote good working practices.

Mini Learning Lab values the individual contribution of people irrespective of gender, age, marital status, race, colour, religion, disability, sexuality, ethnic or national origin.

All team members and students will be treated with dignity and respect. Mini Learning Lab will use its best endeavours to provide a working environment free from unlawful discrimination, harassment or victimisation on the grounds of gender, age, marital status, race, colour, religion, disability, sexuality, ethnic or national origin.

Mini Learning Lab aims to maintain an inclusive environment where all individuals can access the activities that it provides. However, if after reasonable adjustment has been made for an individual student whose needs require a significantly higher level of input, Mini Learning Lab reserves the right to ask that the student should not return unless a plan can be implemented to support that individual. In this situation they will be given a pro rata refund of the sessions that have not been attended in that study unit.

Mini Learning Lab will not tolerate acts which breach this policy and all instances of such behaviour or alleged behaviour will be taken seriously and fully investigated.

Mini Learning Lab undertakes to distribute and publicise this policy statement to all team members and elsewhere, when appropriate.

Any team member or student who believes that they may have been subjected to treatment which breaches this policy must feel confident to report the matter to the appropriate bodies.

Healthy and Safety Policy

Mini Learning Lab considers health and safety to be of utmost importance. We comply with The Health and Safety at Work Act 1974 and the Workplace (Health, Safety and Welfare) Regulations 1992 at all times. Mini Learning Lab has appropriate insurance cover. Each member of staff follows our Health and Safety policy and is responsible for:

- Maintaining a safe environment
- Taking reasonable care for the health and safety of themselves and others attending the classes
- Reporting all accidents and incidents which have caused injury or damage or may do so in the future
- Undertaking relevant health and safety training when required to do so by the manager. Any member of staff who disregards safety instructions or recognised safe practices will be subject to disciplinary procedures.

Responsibilities of the registered person The registered person for the setting holds ultimate responsibility and liability for the safe operation of the class. The registered person will ensure that:

- They nominate a Health and Safety Officer. The designated health and safety officer is Ruth Tsui.
- The Health and Safety policy and procedures are reviewed regularly
- Resources are provided to meet our health and safety responsibilities
- All accidents, incidents and dangerous occurrences are properly reported and recorded. This includes informing Ofsted, child protection agencies and the Health and Safety Executive under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995) where appropriate.
- All reported accidents, incidents and dangerous occurrences are reviewed, so that preventative measures can be taken.

Responsibilities of the class leader The class or workshop leader is responsible for ensuring that at each session:

- Premises are clean, well lit, adequately ventilated and maintained at an appropriate temperature
- The premises are used by and solely available to the class during the allocated hours
- All the equipment is safely and securely stored
- Children are only allowed in any kitchen areas if properly supervised (eg for a cooking activity)
- A working telephone is available on the premises at all times
- Chemicals and cleaning materials are stored appropriately, and in accordance with COSHH data sheets
- External pathways are cleared in severe weather
- Daily environment checks are carried out in accordance with our Risk Assessment policy

Security Children are not allowed to leave the class or workshop premises during the session unless prior permission has been given by the parents (for example, to attend other extra-curricular activities) or a parent collects them. During classes and workshops staff monitor the entrances and exits to the premises throughout the session. All visitors must sign the Visitor Log and give the reason for their visit. Visitors will never be left alone with the children. Security procedures will be regularly reviewed by the manager, in consultation with staff and parents. Resources and equipment All furniture, resources and equipment are kept clean, well maintained and in good repair. We select equipment and resources with care, and we carry out risk assessments before the children are allowed to use them. Broken resources and equipment are disposed of promptly. We ensure that any flammable equipment is stored safely. Food and personal hygiene Staff at Mini Learning Lab maintain high standards of personal hygiene, and take all practicable steps to prevent and control the spread of infection.

- A generally clean environment is maintained at all times.
- Toilets are cleaned daily and soap and hand drying facilities are always available.
- Waste is disposed of safely and all bins are kept covered.
- Staff ensure that children wash their hands before handling food or drink and after using the toilet.
- Cuts and abrasions (whether on children or staff) are kept covered. Dealing with body fluids Spillages of blood, vomit, urine and faeces will be cleaned up immediately.

Staffing levels Staff ratios and levels of supervision are always appropriate to the number, ages and abilities of the children present, and to the risks associated with the activities being undertaken. This policy was adopted by Mini Learning Lab Date: 01 May 2020 To be reviewed: 1 May 2021 Signed: Ruth Tsui Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Managing behaviour [3.52-3.53]

Online Safety Policy

Mini Learning Lab recognises that the Internet is a useful resource for both staff and children, for purposes of research and helping them with the class or workshop activities. However, the Internet must be used with care to ensure that children are kept safe from exposure to harmful material, in accordance with safeguarding and welfare requirements and the Prevent Duty. Parental permission Parents must inform the class leader if they do not want their child to access the Internet at the class or workshop. They should be aware that this may limit their child's participation in some of the activities. Guidelines for children A printed copy of the SMART guidelines are reviewed and explained before children access the Internet during a class or workshop.

- Safe: Keep safe by not giving out personal information – such as name, email, phone number, address, or school name – to people who you don't trust online.
- Meeting: Never agree to meet anyone you have only met online unless your parent or carer is with you.
- Accepting: Do not accept emails or instant messages, or open files, images or texts from people you don't know. They can contain viruses or nasty messages.
- Reliable: Not all the information found on the Internet is reliable and people you meet online won't always be telling the truth.
- Tell: Tell a member of staff or your parents if someone or something you encounter online makes you feel uncomfortable. Protecting children We have put in place the following safeguards to keep children safe whilst accessing the internet during classes:

- A risk assessment has been undertaken.
- Parental controls have been activated on computers or tablets where possible.
- The computers and tablets are located so that the screens can easily be seen from the rest of the room.
- Staff keep a close eye on children and the sites that they are accessing when they use the Internet.
- The computers have an up to date virus checker and firewall installed.
- The computers' and tablets' browser histories are regularly checked to monitor which sites are being accessed. All staff and children are informed of this fact. If, despite the safeguards Mini Learning Lab has put in place, a child encounters harmful material on the Internet, or receives inappropriate messages, or experiences online bullying, during a class, the workshop leader will be informed and the incident will be noted on an Incident Record in the child's file. The child's parent will be asked to sign the Incident Record. The class leader will investigate how to prevent a reoccurrence of the incident. If staff become aware that a child is deliberately attempting to access sites containing sexual, extremist or otherwise inappropriate material, or has been shown such material by a third party, they will complete a Logging a Concern form and refer the matter to the our designated Child Protection Officer in accordance with our Safeguarding Children Policy. Virtual Classes A parent or other responsible adult who you designate, should monitor your child's participation in any virtual classes. Children interact with the teacher and sometimes other learners over group video chat or by posting and commenting in the chat box. We encourage children to turn their videos on during our classes. However this is always optional and you should be aware that if you turn on your video during an online class, the other class participants will also see your child. We sometimes provide recordings of our classes to participants, however where this is the case we provide recordings of the teacher only.

This policy was adopted by Mini Learning Lab Date: 01 May 2020

To be reviewed: 01 May 2021

Signed: Ruth Tsui

Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Managing behavior [3.52-3.53].Health & Safety Policy



Online Classes Consent Form

I consent for my child to attend the Mini Learning Lab online class. I understand that the class has policies and procedures (which are available for reference on their website), and that there are expectations and obligations relating both to the class and to myself and my child, and I agree to abide by them.

2. I understand that during the class I remain legally responsible for my child.

4. It is my responsibility to keep the class leader informed of any alterations to the information provided about my child.

5. I understand that my child should remain fully clothed at all times during the workshop.

6. I understand that during the class my child will appear on video screen to other class participants and the class leader. Class participants are monitored closely upon joining and throughout the class to ensure only pre-booked children are attending. Additionally, participants do not have the ability to record classes directly through Zoom. We request all participants leave their screen on so we can monitor who has access to the images.

7. Some classes may be recorded for our records, but these will be stored securely and not shared with other parents if children's images are shown.

8. Whilst Mini Learning Lab tries to ensure the safety and security of items, I understand that it cannot be held responsible for loss or damage to my child's property whilst taking part in the class.

9. I understand that I need to remain nearby to supervise my child during the class. It will be my responsibility to ensure my child is focused on the tasks and behaving appropriately.

10. I understand that Mini Learning Lab are not responsible for my child's internet use during the class.

11. Where children are asked to move around or take part in any activities during the class, I understand that I will be responsible for ensuring they do so safely and Mini Learning Lab will not be held responsible for any injuries that occur.

12. Information held by Mini Learning Lab regarding my child will be treated as confidential. However, in certain circumstances, for example if there are child protection concerns, I understand that the class has a legal duty to pass certain information on to other agencies, including Police, Social Care and health care professionals.

13. I understand that aggressive and abusive behavior towards staff will not be tolerated

Parent Name:

Parent Signature:

Date

Safeguarding Policy

Mini Learning Lab is committed to building a 'culture of safety' in which the children in our care are protected from abuse, harm and radicalisation. Mini Learning Lab will respond promptly and appropriately to all incidents or concerns regarding the safety of a child that may occur. Our child protection procedures comply with all relevant legislation and with guidance issued by the Local Safeguarding Children Board (LSCB). There is a Child Protection Officer (CPO) available at all times while the classes are in session. The CPO coordinates child protection issues and liaises with external agencies (eg Social Care, LSCB and Ofsted). The Club's designated CPO is Ruth Tsui. Child abuse and neglect Child abuse is any form of physical, emotional or sexual mistreatment or lack of care that leads to injury or harm. An individual may abuse or neglect a child directly, or by failing to protect them from harm. Some forms of child abuse and neglect are listed below. ● Emotional abuse is the persistent emotional maltreatment of a child so as to cause severe and persistent adverse effects on the child's emotional development. It may involve making the child feel that they are worthless, unloved, or inadequate. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone. ● Physical abuse can involve hitting, shaking, throwing, poisoning, burning, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may be also caused when a parent or carer feigns the symptoms of, or deliberately causes, ill health to a child. ● Sexual abuse involves forcing or enticing a child to take part in sexual activities, whether or not the child is aware of what is happening. This can involve physical contact, or non-contact activities such as showing children sexual activities or encouraging them to behave in sexually inappropriate ways. ● Neglect is the persistent failure to meet a child's basic physical and emotional needs. It can involve a failure to provide adequate food, clothing and shelter, to protect a child from physical and emotional harm, to ensure adequate supervision or to allow access to medical treatment. Signs of child abuse and neglect Signs of possible abuse and neglect may include: ● significant changes in a child's behaviour ● deterioration in a child's general well-being ● unexplained bruising or marks ● comments made by a child which give cause for concern ● reasons to suspect neglect or abuse outside the setting, eg in the child's home, or that a girl may have been subjected to (or is at risk of) female genital mutilation, or that the child may have witnessed domestic abuse ● inappropriate behaviour displayed by a member of staff, or any other person. For example, inappropriate sexual comments, excessive one-to-one attention beyond the requirements of their role, or inappropriate sharing of images. If abuse is suspected or disclosed When a child makes a disclosure to a member of staff, that member of staff will: ● reassure the child that they were not to blame and were right to speak out ● listen to the child but not question them ● give reassurance that the staff member will take action ● record the incident as soon as possible (see Logging an incident below). If a member of staff witnesses or suspects abuse, they will record the matter straightaway using the Logging a Concern form. If a third party expresses concern that a child is being abused, we will encourage them to contact Social Care directly. If they will not do so, we will explain that the Club is obliged to and the incident will be logged accordingly. Peer-on-peer abuse Children are vulnerable to abuse by their peers. Peer-on-peer abuse is taken seriously by staff and will be subject to the same child protection procedures as other forms of abuse. Staff are aware of the potential uses of information technology for bullying and abusive behaviour between young people. Staff will not dismiss abusive behaviour as normal between young people. The presence of one or more of the following in relationships between children should always trigger concern about the possibility of peer-on-peer abuse: ● Sexual activity (in primary school-aged children) of any kind, including sexting ● One of the children is significantly more dominant than the other (eg much older) ● One of the children is significantly more vulnerable than the other (eg in terms of disability, confidence, physical strength) ● There has been some use of threats, bribes or coercion to ensure compliance or secrecy. If peer-on-peer abuse is suspected or disclosed We will follow the same procedures as set out above for responding to child abuse. Extremism and radicalisation All childcare settings have a legal duty to protect children from the risk of radicalisation and being drawn into extremism. There are many reasons why a child might be vulnerable to radicalisation, eg: ● feeling alienated or alone ● seeking a sense of identity or individuality ● suffering from mental health issues such as depression ● desire for adventure or wanting to be part of a larger cause ● associating with others who hold extremist beliefs Signs of radicalisation Signs that a child might be at risk of radicalisation include: · changes in behaviour, for example becoming withdrawn or aggressive · claiming that terrorist attacks and violence are justified · viewing violent extremist material online · possessing or sharing violent extremist material If a member of staff suspects that a child is at risk of becoming radicalised, they will record any relevant information or observations on the Logging a Concern form, and refer the matter to the CPO. Logging a concern All information about the suspected abuse or disclosure, or concern about radicalisation, will be recorded on the Logging a Concern form as soon as possible after the event. The record should include: ● date of the disclosure, or the incident, or the observation causing concern ● date and time at which the record was made ● name and date of birth of the child involved ● a factual report of what happened. If recording a disclosure, you must use the child's own words ● name, signature and job title of the person making the record. The record will be given to the designated CPO who will decide on the appropriate course of action. For concerns about child abuse, the CPO will contact Social Care. The CPO will follow up all referrals to Social Care in writing within 48 hours. If a member of staff thinks that the incident has not been dealt with properly, they may contact Social Care directly. For minor concerns regarding radicalisation, the CPO will contact the Local Safeguarding Children Board (LSCB) or Local Authority Prevent Co-ordinator. For more serious concerns the CPO will contact the Police on the non-emergency number (101), or the anti-terrorist hotline on 0800 789 321. For urgent concerns the CPO will contact the Police using 999. Allegations against staff If anyone makes an allegation of child abuse against a member of staff: ● The allegation will be recorded on an Incident Record form. Any witnesses to the incident should sign and date the entry to confirm it. ● The allegation must be reported to the Local Authority Designated Officer (LADO) and to Ofsted. The LADO will advise if other agencies (eg police) should be informed, and the Club will act upon their advice. Any telephone reports to the LADO will be followed up in writing within 48 hours. ● Following advice from the LADO, it may be necessary to suspend the member of staff pending full investigation of the allegation. ● If appropriate, the Club will make a referral to the Disclosure and Barring Service. Use of mobile phones and cameras Photographs will only be taken of children with their parents' permission. Only the class or workshop leader's camera will be used to take photographs of children at the classes and these will be deleted and put into a secure class folder at the end of each session. Virtual Classes Our virtual classes are only open to registered participants. We monitor all attendees and have recording features turned off for participants. It is at the discretion of parents as to whether to turn their video on. Sometimes we will be recording classes and parents will be made aware of this. We will not share recordings with other parents where any children can be seen This policy was adopted by Mini Learning Lab Date: 01 May 2020 To be reviewed: 01 May 2021 Signed: Ruth Tsui Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Managing behaviour [3.52-3.53].

Privacy & Data Protection Policy

At Mini Learning Lab we respect the privacy of the children attending our classes and workshops, and the privacy of their parents or carers. Our aim is to ensure that all those using and working at Mini Learning Lab can do so with confidence that their personal data is being kept secure. This Privacy Policy aims to give you information on how Mini Learning Lab collects and processes your personal data through your use of this website, including any data you may provide through this website when you sign up to our mailing list OR email an enquiry OR sign up to one of our classes. It is important that you read this Privacy policy together with any other Privacy policy or fair processing policy we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This Privacy Policy supplements other notices and privacy policies and is not intended to override them. 21ST CENTURY EDUCATION LIMITED (Mini Learning Lab' incorporated company) is the controller and responsible for your personal data. We will respect confidentiality in the following ways: ● We will only ever share information with a parent about their own child. ● Staff only discuss individual children for purposes of planning and group management. ● Staff are made aware of the importance of confidentiality during their induction process. ● Information given by parents to the class leader or staff will not be passed on to third parties without permission unless there is a safeguarding issue (as covered in our Safeguarding Policy). ● Concerns or evidence relating to a child's safety, will be kept in a confidential file and will not be shared, except with the designated Child Protection Officer and the manager. ● Issues relating to the employment of staff, whether paid or voluntary, will remain confidential to those making personnel decisions. ● Confidential records and all personal data are stored securely in password protected folders on a password protected computer. ● Students on work placements and volunteers are informed of our confidentiality policy and are required to respect it. INFORMATION THAT WE COLLECT Personal data, or personal information means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data). We may collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows: ● Identity Data includes your first name and last name, your child's first name and last name, your child's date of birth, your child's gender. ● Contact Data includes your email address, your telephone number, and the phone numbers of any emergency contacts for your child. ● Financial Data includes bank account and payment card details. ● Transaction Data includes details about payments to and from you and other details of products and services you have purchased from us. ● Technical Data includes internet protocol (IP) address, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform, and other technology on the devices you use to access this website. ● Profile Data includes enquiries, purchases or orders made by you, your interests, preferences, feedback and survey responses. ● Usage Data includes information about how you use our website and services. ● Marketing and Communications Data includes your preferences in receiving updates and marketing from us and our third parties and your communication preferences. ● Special Categories of Personal Data includes information about your child's health, allergies, dietary preferences and doctor; information about your child's attendance, work and progress; information about any incidents or accidents during a class; and images of your children where express consent for this has been given. We also collect, use and share Aggregated Data such as statistical or demographic data for any purpose. Aggregated Data could be derived from your personal data but is not considered personal data in law as this data will not directly or indirectly reveal your identity. For example, we may aggregate your Usage Data to calculate the percentage of users accessing a specific website feature. However, if we combine or connect Aggregated Data with your personal data so that it can directly or indirectly identify you, we treat the combined data as personal data which will be used in accordance with this privacy policy. IF YOU FAIL TO PROVIDE PERSONAL DATA Where we need to collect personal data by law, or under the terms of a contract we have with you, and you fail to provide that data when requested, we may not be able to perform the contract we have or are trying to enter into with you (for example, to provide you with goods or services). In this case, we may have to cancel a product or service you have with us but we will notify you if this is the case at the time. HOW YOUR PERSONAL DATA IS COLLECTED We use different methods to collect data from and about you including through: 1. Direct interactions. You may give us your Identity, Contact and Financial Data by filling in forms or by corresponding with us by post, phone, email or otherwise. This includes personal data you provide when you: ● subscribe to our mailing list; ● contact us through the website; ● email us directly; ● sign up for one of our classes; ● register in full for one of our classes; ● have your child attend one of our classes; ● enter a competition, promotion or survey; ● provide feedback. 2. Automated technologies or interactions. As you interact with our website, we will automatically collect Technical Data about your equipment, browsing actions and patterns. 3. Third parties or publicly available sources. We will receive personal data about you from various third parties and public sources as set out below: • Technical Data from the following parties: (a) analytics providers such as Google based outside the EU; (b) search information providers Google based outside the EU. HOW WE USE YOUR PERSONAL DATA We will only use your personal data when the law allows us to. Most commonly, we will use your personal data in the following circumstances: ● Where we need to perform the contract we are about to enter into or have entered into with you. ● Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests. ● Where we need to comply with a legal obligation. See the Glossary item LAWFUL BASIS to find out more about the types of lawful basis that we will rely on to process your personal data. Generally, we do not rely on consent as a legal basis for processing your personal data although we will get your consent before sending third party direct marketing communications to you via email or text message. You have the right to withdraw consent to marketing at any time by contacting us. PURPOSES FOR WHICH WE WILL USE YOUR PERSONAL DATA We have set out below, in a table format, a description of all the ways we plan to use your personal data, and which of the legal bases we rely on to do so. We have also identified what our legitimate interests are where appropriate. Note that we may process your personal data for more than one lawful ground depending on the specific purpose for which we are using your data. Please contact us if you need details about the specific legal ground we are relying on to process your personal data where more than one ground has been set out in the table below. Purpose/Activity Type of Data Lawful basis for processing including basis of legitimate interest To register you as a new customer Identity Contact Performance of a contract with you To process your class sign up, including: - Managing payments, fees and charges -

Collecting and recovering money owed to us Identity Contact Financial Transaction Marketing and Communications Performance of a contract with you Necessary for our legitimate interests (to recover debts due to us) To register your child and enable them to take part safely in a class Identity Contact Special Categories: health, allergies, dietary requirements, doctor Performance of a contract with you Necessary to comply with a legal obligation Necessary for a third party's legitimate interests (to provide appropriate care for your child) To manage our relationship with you which will include: - Notifying you about changes to our terms of our privacy policy - Asking you to leave a review or take a survey Identity Contact Profile Performance of a contract with you Necessary for our legitimate interests (to study how customers use our services, to develop them and grow our business) Usage Marketing and Communications To administer and protect our business and this website (including troubleshooting, data analysis, testing, system maintenance, support, reporting and hosting of data Identity Contact Technical Necessary for our legitimate interests (for running our business, provision of administration and IT services, network security, to prevent fraud and in the context of a business reorganisation exercise) Necessary to comply with a legal obligation To deliver relevant website content and advertisements to you and measure or understand the effectiveness of the advertising we serve to you Identity Contact Profile Usage Marketing and Communications Technical Necessary for our legitimate interests (to study how customers use our products/services, to develop them, to grow our business and to inform our marketing strategy) To use data analytics to improve our website, products/services, marketing, customer relationships and experiences Technical Usage Necessary for our legitimate interests (to define types of

customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy) To make suggestions and recommendations to you about goods or services that may be of interest to you Identity Contact Technical Usage Profile Necessary for our legitimate interests (to develop our products/services and grow our business) Marketing and Communications MARKETING We strive to provide you with choices regarding certain personal data uses, particularly around marketing and advertising. You can unsubscribe from our emails at any time. PROMOTIONAL OFFERS FROM US We may use your Identity, Contact, Technical, Usage and Profile Data to form a view on what we think you may want or need, or what may be of interest to you. This is how we decide which products, services and offers may be relevant for you (we call this marketing). You will receive marketing communications from us if you have requested information from us or signed up to a class with us and you have not opted out of receiving that marketing. THIRD PARTY MARKETING We will get your express opt-in consent before we share your personal data with any third party for marketing purposes. OPTING OUT You can ask us or third parties to stop sending you marketing messages at any time BY emailing info@inventorsandmakers.com, clicking the unsubscribe link in one of our emails or messaging us through our website. Where you opt out of receiving these marketing messages, this will not apply to personal data provided to us as a result of a product/service purchase, warranty registration, product/service experience or other transactions. DISCLOSURES OF YOUR PERSONAL DATA We will only share information with outside agencies on a need-to-know basis and with consent from parents, except in cases relating to safeguarding children or criminal activity. If we decide to share information without parental consent, we will record this in the child's file, clearly stating our reasons. We will only share relevant information that is accurate and up to date. Our primary commitment is to the safety and well-being of the children in our care. Some limited personal information is disclosed to authorised third parties we have engaged to process it, as part of the normal running of our business, for example in order to take online bookings, to track work and progress during a class, and to manage our payroll and accounts. Any such third parties comply with the strict data protection regulations of the GDPR. Third parties are set out in the Glossary. We may also disclose data to third parties to whom we may choose to sell, transfer or merge parts of our business or our assets. Alternatively, we may seek to acquire other businesses or merge with them. If a change happens to our business, then the new owners may use your personal data in the same way as set out in this privacy policy. We require all third parties to respect the security of your personal data and to treat it in accordance with the law. We do not allow our third-party service providers to use your personal data for their own purposes and only permit them to process your personal data for specified purposes and in accordance with our instructions. DATA SECURITY We have put in place appropriate security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality. We have put in place procedures to deal with any suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so. DATA RETENTION We will only retain your personal data for as long as reasonably necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, regulatory, tax, accounting or reporting requirements. We may retain your personal data for a longer period in the event of a complaint or if we reasonably believe there is a prospect of litigation in respect to our relationship with you. To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal, regulatory, tax, accounting or other requirements. THIRD-PARTY LINKS This website may include links to third-party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy policy of every website you visit. SUBJECT ACCESS REQUESTS Parents/carers can ask to see the information and records relating to their child, and/or any information that we keep about themselves. Staff and volunteers can ask to see any information that we keep about them. We will make the requested information available as soon as practicable, and will respond to the request within one month at the latest. If our information is found to be incorrect or out of date, we will update it promptly. Parents /carers can ask us to delete data, but this may mean that we can no longer provide care to the child as we have a legal obligation to keep certain data. In addition, even after a child has left our care we have to keep some data for specific periods so won't be able to delete all data immediately. Staff and volunteers can ask us to delete their data, but this may mean that we can no longer employ them as we have a legal obligation to keep certain data. In addition, even after a staff member has left our employment we have to keep some data for specific periods so won't be able to delete all data immediately. If any individual about whom we hold data has a complaint about how we have kept their information secure, or how we have responded to a subject access request, they may complain to the Information Commissioner's Office (ICO). DATA PROTECTION ACT We comply with the requirements of the Data Protection Act 1998, regarding obtaining, storing and using personal data. GDPR We comply with the requirements of the General Data Protection Regulation (GDPR), regarding obtaining, storing and using personal data. GLOSSARY LAWFUL BASIS Legitimate Interest means the interest of our business in conducting and managing our business to enable us to give you the best service/product and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law). You can obtain further information about how we assess our legitimate interests against any potential impact on you in respect of specific activities by contacting us. Performance of Contract means processing your data where it is necessary for the performance of a contract to which you are a party or to take steps at your request before entering into such a contract. Comply with a legal obligation means processing your personal data where it is necessary for compliance with a legal obligation that we are subject to. THIRD PARTIES ● Service providers who provide IT and system administration services. ● Professional advisers including lawyers, bankers, auditors and insurers who provide consultancy, banking, legal, insurance and accounting services. ● HM Revenue & Customs, regulators and other authorities who require reporting of processing activities in certain circumstances. ● Educational apps and websites that track student progress with the express consent of parents only.



CHANGES TO THE PRIVACY POLICY & YOUR DUTY TO INFORM US OF CHANGES We keep our privacy policy under regular review as shown at the end of this policy. It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes during your relationship with us. **YOUR LEGAL RIGHTS** You have the right to: Request access to your personal data (commonly known as a “data subject access request”). This enables you to receive a copy of the personal data we hold about you and to check that we are lawfully processing it. Request correction of the personal data that we hold about you. This enables you to have any incomplete or inaccurate data we hold about you corrected, though we may need to verify the accuracy of the new data you provide to us. Request erasure of your personal data. This enables you to ask us to delete or remove personal data where there is no good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal data where you have successfully exercised your right to object to processing (see below), where we may have processed your information unlawfully or where we are required to erase your personal data to comply with local law. Note, however, that we may not always be able to comply with your request of erasure for specific legal reasons which will be notified to you, if applicable, at the time of your request. Object to processing of your personal data where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms. You also have the right to object where we are processing your personal data for direct marketing purposes. In some cases, we may demonstrate that we have compelling legitimate grounds to process your information which override your rights and freedoms. Request restriction of processing of your personal data. This enables you to ask us to suspend the processing of your personal data in the following scenarios: • If you want us to establish the data’s accuracy. • Where our use of the data is unlawful but you do not want us to erase it. • Where you need us to hold the data even if we no longer require it as you need it to establish, exercise or defend legal claims. • You have objected to our use of your data but we need to verify whether we have overriding legitimate grounds to use it. Request the transfer of your personal data to you or to a third party. We will provide to you, or a third party you have chosen, your personal data in a structured, commonly used machine-readable format. Note that this right only applies to automated information which you initially provided consent for us to use or where we used the information to perform a contract with you. Withdraw consent at any time where we are relying on consent to process your personal data. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent. If you withdraw your consent, we may not be able to provide certain products or services to you. We will advise you if this is the case at the time you withdraw your consent. This policy was adopted by Mini Learning Lab Date: 21 May2020 To be reviewed: 21 May2021 Signed: Ruth Tsui Written in accordance with the Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Managing behaviour [3.52-3.53].

Changes to Terms and Conditions

Mini Learning Lab may from time to time update these T&Cs. It will inform you of changes through regular channels of communication and you have 14 days to opt out of accepting changes in writing. Failure to do so will entitle Mini Learning Lab to treat this agreement with you as being updated with the changes.