



SOUTH AYRSHIRE SWIM TEAM CONSTITUTION, BYE-LAWS, REGULATIONS & POLICIES

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Constitution and Bye-Laws updated for Club Model Issue 2021 (Dec 2021)

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CONSTITUTION

C1.0 NAME

C1.1 The Club shall be called **South Ayrshire Swim Team** (hereinafter referred to as the Club).

C2.0 OBJECTIVES

C2.1 The objectives of the Club are best understood from the Club's Mission and Values.

C2.2 The Club's Mission is:

"Striving for excellence in swimming, allowing all swimmers to achieve their full potential"

C2.3 The Club's Mission is underpinned by the core values of Participation, Opportunity, Achievement, Respect and Inclusivity. These values are at the heart of everything the club does and ensure that effort, commitment, teamwork and performance are valued and rewarded in equal measure.

C2.4 Taken together these allow the Club to advance the public participation in Aquatic Sports by promoting and managing the teaching, knowledge and practice of one or more Aquatic Sports, in accordance with paragraph C2.1 of the SASA Constitution.

C3.0 MEMBERSHIP

C3.1 The membership of the Club shall consist of the following categories:-

- a) Adult Member - an adult is an individual 16 years and over, ~~as recognised in Scots Law~~.
- b) Junior Member - a junior is an individual 15 years or under not recognised in ~~Scots Law~~ as an adult and not as defined in Scottish Swimming Company Rule R4.5.6.
- c) Life Member

C3.2 The club operates an Equal Opportunities Policy. Membership is open to all and no membership will be refused unless on reasonable grounds, including, but not limited to, swimming ability.

C3.3 Swimming members must undertake and pass an assessment of their swimming ability prior to membership being granted. The assessment will be undertaken by Club coaches and their decision on suitability for swimming membership will be final. Potential members who are unsuccessful at the swimming assessment must register for a further assessment should they wish to join the Club. Club coaches will advise on the development needs of potential new members.

C3.4 Membership fees for each squad and payment options shall be as agreed at each Annual General Meeting. The SASA and West District per capita fee will be charged separately. As per the Partnership Agreement between the Club and South Ayrshire Council (SAC), swimmers will be required to be members of South Ayrshire Leisure (SAL) with part of the membership fee being paid to SAL. The Partnership Agreement will be reviewed annually with members being notified accordingly.

C3.5 The Membership year runs from 1 September to 31 August each year.

C3.6 The Membership fees of existing members shall become due on 1 September in each year and those of new members (i.e. those joining during the swimming season after 1 September in any given year) on the date of acceptance for membership. In order to assist members, payments will be in a phased manner spread across 12 months with payment due as per paragraph C3.10

C3.7 New members will pay 1/12 of the total (annual) membership fee for the squad they are allocated to for each month they are a member during the first year. Members joining on or before the 15th of the month will pay membership fees for that month. Members joining after the 15th of the month will not pay membership fees for that month.

C3.8 N/A.

C3.9 Members who move squad during the membership year will be liable for the difference in cost between the membership fee for the lower squad and the higher squad. Members moving on or before the 15th of the month will pay the higher fee for that month. Members moving after the 15th of the month will not pay the higher fee for that month. The total difference in fees will be calculated until the end of the membership fee and where a monthly payment fee issued, the monthly payment fee will be adjusted accordingly.

C3.10 Existing members who have not renewed their membership by 1 October each year will be deemed to be non-members and will be notified in writing accordingly. Members will be required to have paid month one by 1 October. New members fees must be paid, in the same manner, within 28 days of acceptance for membership otherwise they will be deemed to be non-members.

C3.11 All members will be excluded from taking part in any of the Club's activities, competitions, and meetings until arrangements for payment of their annual membership are in place. Members may be also suspended or excluded from Club activities if their fees are not up to date.

C3.12 At any time, any member owing the Club money for membership fees, gala or competition fees or other outstanding debts will not be permitted to take part in any club meet/gala or competition and will not be entered into in meet/gala or competition organised by any other club or swimming body. Should the debt remain outstanding for a period of 40 days or more the committee may elect to terminate membership provided a two thirds majority of those present at a committee meeting agree to do so. The member will be advised in writing.

C3.13 The Committee shall have the right to terminate the membership of any member at any time provided a two thirds majority of those present at a committee meeting agree to do so. The member will be advised in writing.

C3.14 All Club Members must be registered with the SASA in accordance with the categories defined in SASA Constitution C3.3.3.

C3.15 All members joining the Club shall be deemed to accept the terms of this Constitution, the Club Bye-Laws and any Regulations adopted by the Club.

C3.16 A member wishing to resign from the Club shall inform the Club Finance Manager in writing giving 30 days' notice. Memberships fees will continue to be payable during the notice period.

C3.17 N/A.

C3.18 N/A.

- C3.19 A Club member wishing to change their 1st or 2nd Claim Club must do so in accordance with SS Company Rule R5.2.
- C3.20 The Committee shall have the power to turn down an application for membership, provided they act in accordance with paragraph C3.2
- C3.21 When an application for membership is turned down by the Committee, the applicant must be advised of both the reason and their right of appeal to Scottish Swimming, in writing.

C4.0 GOVERNANCE

- C4.1 The Club, and its members, shall be subject to and bound by, the Scottish Swimming Governance Documentation (SASA Constitution, Company Articles and Company Rules) and the appropriate SASA District Rules.
- C4.2 The Club shall comply with the Scottish Swimming Codes of Conduct, Ethics and Wellbeing and Protection Policies.
- C4.3 The Club shall be governed by its Constitution, Bye-Laws, Regulations and Policies.
- C4.4 Amendments to the Constitution shall only be made at an AGM, provided at least a two thirds majority of those present and voting is secured.
- C4.5 Amendments to the Bye-Laws shall only be made at an AGM provided a simple majority of those present and voting is secured.
- C4.6 The Club has policies and procedures covering many aspects of the running of the Club. These are included in the Regulations and Policies section of the Constitution and are deemed to be part of the Club Regulations. The Committee shall have the power at any time to publish and enforce such Regulations and Policies as the Committee feels necessary to govern the activities of the Club.

C5.0 MEETINGS

C5.1 Annual General Meeting

- C5.1.1 The Club shall hold an AGM in the month of August.
- C5.1.2 The Club Secretary shall give written notice of not less than 30 days prior to the date of the AGM to all Adult and Life Members. The format of the notice shall be agreed by the Committee and will be published on the Club website. Parents who are not members of the Club can attend AGMs on behalf of a Junior Member.
- C5.1.3 Appended to the notice of intimation of an AGM shall be the Agenda, minutes of the last AGM, a note of the process governing alteration to the Constitution, Bye-Laws and nomination for the Committee.
- C5.1.4 Nominations for Officers of the Club and other members of the Committee shall be submitted in writing using a form provided by the Club for this purpose. The form will be signed by two Adult or Life Members and the nominee and sent to the Club Secretary no later than 14 days prior to the date of the AGM.
- C5.1.5 Changes to the Constitution and Bye – Laws

- a) Proposed changes to the Constitution or Bye-Laws, and notices of motion must be submitted in writing to the Club Secretary, signed by two members eligible to vote, not later than 14 days prior to the date of the AGM.
- b) Any changes to section C2.0 requires the consent of the Office of Charity regulator (OSCR) prior to any change being adopted. Any other change(s) to the constitution must be notified to the OSCR within 3 months of the changes being made.

C5.1.6 Conduct of Business - The conduct of business shall be in accordance with Scottish Swimming Company Rules Section R16

C5.1.7 Having received all nominations and proposed alterations to the Constitution and Bye-Laws, the Club Secretary shall arrange for this information to be displayed on the Club website and circulated to all Adult and Life Members not later than 7 days before the meeting.

C5.1.8 The business for an AGM shall include:

- a) Apologies for Absence
- b) Approval of minutes from previous AGM & matters arising
- c) Chairperson's Report
- d) Head Coach's Report
- e) Finance Manager's Report
- f) Proposed changes to Constitution
- g) Proposed changes to Bye-Laws
- h) Notices of Motion
- i) Election of Committee Members
- j) Confirmation of Club Captains
- k) Appointment of Auditors / Independent Examiners
- l) Life Membership Awards
- m) Other relevant business

C5.1.9 A quorum of two Officers of the Club plus 20 members entitled to vote is required at an AGM.

C5.1.10 An AGM can only be chaired by an Officer of the Club

C5.1.11 All Adult Members and Life Members are entitled to attend, take part and vote at the AGM unless specifically excluded from doing so by the Club's Constitution.

C5.1.12 Voting

- a) Decisions put to a vote at the AGM shall be resolved by a simple majority.
- b) Voting shall be by a show of hands unless decided otherwise by a majority of those attending the meeting.
- c) Proxy voting at an AGM will be permitted for Life Members only.

C5.1.13 Conduct of Business
The conduct of business shall be in accordance with Bye-laws section BL2.1

C5.2 Extraordinary General Meeting (EGM)

C5.2.1 An EGM shall be called by an application in writing to the Club Secretary supported by at least fifteen Adult or Life Members of the Club. The Committee shall also have the power to call an EGM by decision of a simple majority of its members.

C5.2.2 The Club Secretary will give notice, in writing and via the club website of all EGMs, stating the Agenda, to all Adult and Life Members at least 30 days prior to such meetings being held.

C5.2.3 The order of Business for an EGM shall be:

- a) Chairperson's Remarks
- b) Apologies for Absence
- c) Business to be transacted of which due notice has been given.

C5.2.4 No business shall be transacted at the EGM other than business of which due notice has been given.

C5.2.5 All Adult Members and Life Members are entitled to attend, take part and vote at the EGM unless specifically excluded from doing so by the Club's Constitution.

C5.2.6 A quorum of 30 persons present and entitled to vote is required at an EGM.

C5.2.7 An EGM can only be chaired by an Officer of the Club.

C5.2.8 Proxy voting at an EGM will not be permitted.

C6.0 AWARDS

C6.1 Life Membership

C6.1.1 Life membership may be presented to person(s) who have given outstanding service, over many years, to the Club and shall be presented at the Annual General Meeting or at any other time decreed suitable by the Committee.

C6.1.2 A recommendation for Life Membership may be made by any Adult or Life Member to the Club Secretary for submission to the Committee. Full details of the nominee's service should be included with the recommendation

C6.1.3 In the event that a Life Membership should require to be removed from any recipient, the Committee will make the decision to rescind and notify the member concerned.

C7.0 TROPHIES

C7.1 All trophies belong to the Club in perpetuity and cannot be won outright.

C7.2 The Finance Manager shall act as Trustee of Club Trophies.

C7.3 The winner of a Club trophy shall guarantee safe custody and return of the trophy when requested by the Committee.

C7.4 The Club shall be responsible for arranging and funding the engraving of the winners name on all Club trophies

C8.0 DISSOLUTION

C8.1 In the event of the dissolution of the Club, any funds, property and other assets shall not be distributed amongst the members of the Club in any way whatsoever, but shall be applied solely for charitable purposes, as agreed by OSCR

BYE-LAWS

BL1.0 MANAGEMENT

- BL1.1 The affairs of the Club shall be conducted by a Committee which shall consist of the Officers of the Club plus additional Adult Committee Members and ex-officio members set out in Bye-Law BL1.5.1. Adult Committee Members can be Adult or Life Members of the Club.
- BL1.2 The Officers of the Club shall consist of a Chairperson, Vice Chairperson, Club Secretary and Finance Manager who shall be elected at an Annual General Meeting.
- BL1.3 If the post of any Officer or Adult Committee Member should fall vacant after such an election, the Committee shall have the power to fill the vacancy.
- BL1.4 All Officers of the Club and committee members shall be Adult or Life Members of the Club.

BL1.5 Committee

- BL1.5.1 The Committee shall comprise the Officers of the Club (as defined in paragraph BL1.2), plus the Wellbeing and Protection Officer, Officials Co-ordinator, Head Coaches, Coaches Representative and no more than eight other general committee members. Ex-officio members of the committee may include a representative from Scottish Swimming, South Ayrshire Council and Club Captains.
- BL1.5.2 All committee positions with the exception of the Head Coaches, Coach's Representative, Wellbeing and Protection Officer and Club Captains will be subject to election at the AGM.
- BL1.5.3 Club Captains, comprising a male and female swimming member of the Club, will be recommended to the Committee for appointment by a panel comprising the Vice Chairperson, the Head Coaches and one other member of the committee. Club Captains will be appointed for one year and will be invited to attend committee meetings from time to time but will have no voting rights.
- BL1.5.4 The term of office for all committee positions, with the exception of the ex-officio positions, and Head Coaches, will be two years. The Coaches Representative will be elected by the Coaching Team and serve a term of office of one year.
- BL1.5.5 Retiring members of the Committee may offer themselves for re-election with the exception of elected Officers of the Club who may serve no more than two terms in office (four years). The exception to this is where there is no one willing to fill an Officer of the Club position. In this case a further term of office of 12 months may be served by an elected Officer of the Club. This means no elected Officer of the Club will serve in the same position for a period exceeding five years.
- BL1.5.6 The service of a Committee member(s) elected or co-opted to fill a vacancy part way through a term of office shall not count towards their two year term of office.
- BL1.5.7 Committee members elected or co-opted by the committee to fill a vacancy shall be subject to endorsement at the first EGM or AGM thereafter.
- BL1.5.8 The Committee shall be responsible for:
 - a) Running and day to day management and affairs of the Club

- b) The efficient and effective operation of the Club.
- c) The organisation and control of all members during Club hours.
- d) The appointment of coaches and instructors.
- e) The selection of members to represent the Club.
- f) The organisation of swimming activities as may be requested by other bodies.
- g) Appointing the Boy and Girl Club Captains annually.
- h) Considering and approving or otherwise nominations for Life Membership of the Club.

- BL1.5.9 The Committee shall appoint such sub-committees as may be considered necessary and may co-opt members of the club to serve on such sub-committees, although any co-opted members will have no voting rights at any committee meeting.
- BL1.5.10 To ensure the continued good governance of the club, the Committee may co-opt members of the club onto the committee even where a vacancy does not exist. Any co-opted member will have no voting rights at a committee meeting.
- BL1.5.11 The Committee shall appoint at least one Wellbeing and Protection Officer (WPO) in accordance with section C10.6 of the SAST Constitution.

BL2.0 MEETINGS

BL2.0 Committee Meetings

- BL2.2.1 The club shall hold Committee Meetings no less frequently than every two months.
- BL2.2.2 A Committee Meeting shall be called by the Chairperson when there is business to transact or on request of another Officer of the Club or by an application in writing by at least seven Adult and Life Members of the Club.
- BL2.2.3 A quorum for Committee Meetings shall be at least one Officer of the Club and six Committee members.
- BL2.2.4 The business of the meeting shall be enacted in accordance with Section BL2.1.
- BL2.2.5 The Chairperson will give notice of the date, time and venue of each committee meeting at least 7(seven) days prior to the meeting. The format of the notice shall be agreed by the Committee.
- BL2.2.6 Adult or Life Members who are not members of the Committee, may attend, but may only participate with the agreement of the Chair.
- BL2.2.7 All committee members, except ex-officio members, shall have a deliberative vote, with the Chair of the meeting having a casting vote if required.
- BL2.2.8 No decision of the Committee may be altered or revoked without 14 (fourteen) days prior notice of intent, in writing, being given to the Club Secretary.

BL2.1 Committee Meetings Standing Orders

- BL2.1.1 At all meetings, if a quorum is present, the Chair shall be taken not later than fifteen minutes after the appointed time of the meeting.
- BL2.1.2 All Members when called to order at any meeting or gathering of the Club and not complying with the “rule of order” shall be expelled from the meeting.

- BL2.1.3 The Chair at all meetings of the Club shall be the Chairperson. In the absence of the Chairperson, the Vice Chairperson shall substitute. In the absence of the Chairperson and the Vice Chairperson another Officer of the Club or person selected by those present will chair the meeting.
- BL2.1.4 In the event of equality of votes in any resolution before the meeting which requires a choice to be made for the continued good governance of the Club, the Chair of a meeting shall have a second or casting vote.
- BL2.1.5 The Chair of a meeting shall be the sole judge of questions of order and interpreter of the "rules" governing the Club.
- BL2.1.6 A meeting must keep a record, in writing, of every decision taken by the meeting. The general rule is that any decision made by the meeting must be either a unanimous decision or a majority decision.
- BL2.1.7 The minutes of all meetings will be circulated within the members' area on the club website.
- BL2.1.8 A person is able to exercise the right to speak and vote at a meeting when:
 - a) that person is able to communicate and vote, during the meeting, on the business of the meeting; and
 - b) that person's vote can be taken into account in determining whether or not such motions are passed at the same time as the votes of all other persons attending the meeting.
- BL2.1.9 A meeting need not be held in any particular place and the meeting may be held without any number of those participating in the meeting being together at the same place. In determining attendance at a meeting, it is immaterial whether any two or more persons attending it are in the same place as each other.

BL3.0 FINANCE & ACCOUNTS

- BL3.1 The financial year shall run from 1 July to 30 June each year.
- BL3.2 The Finance Manager shall be responsible for the preparation of Annual Accounts of the Club.
- BL3.3 The Accounts shall be audited / examined by an independent person(s) elected annually at the Annual General Meeting.
- BL3.4 All invoices/expenses received by the Club should be signed off by an Officer of the Club before being processed by the Finance Manager. All cheques drawn against the Club's funds shall be signed by a minimum of two Officers of the Club. When payments are required to be made by direct Bank transfer the Finance Manager shall obtain e-mail written agreement from the Chairperson or another authorised Officer of the Club prior to making an electronic payment.
- BL3.5 The Committee can enter into contracts and/or partnerships, on behalf of the Club, provided each proposal is fully discussed at and recorded in the Minutes of a quorate committee meeting prior to the commitment being made.
- BL3.6 As an unincorporated organisation the responsibility for the financial liabilities of the club shall normally be dependent on who was responsible for the liability.

- BL3.7 Any surplus of the Club's income will be re-invested in the Club and not distributed to its members by way of dividend, distribution, bonus, honoraria or otherwise by way of profit. Decisions on reinvestment, including decisions on reserve funds, will be made by the committee.
- BL3.8 The Club's assets must not be distributed or otherwise applied other than for charitable purposes, as agreed by OSCR.
- BL3.9 The Finance Manager shall arrange for the Auditor/ Independent Examiner to examine and certify the accounts and balance sheet before presentation of a certified summary to the AGM.
- BL3.10 Following acceptance of the financial report at the AGM, the Finance Manager shall send a copy of the certified accounts to OSCR.
- BL3.11 The Finance Manager shall submit a budget, to the last meeting of the Committee prior to the AGM, for the following financial year.
- BL3.12 The Finance Manager shall submit a financial statement to the Committee at every committee meeting.
- BL3.13 All outgoing payments shall be made by cheque or direct Bank Transfer duly authorised in accordance with paragraph BL3.4.

BL4.0 DISCIPLINARY PROCEDURE, COMPLAINTS and APPEALS

BL4.1 General

- BL4.1.1 All Complaints and Appeals, except for doping, wellbeing or protection, or alleged criminal offences, shall be dealt with in accordance with Sections BL4.2, BL4.3 and BL4.4.
- BL4.1.2 Complaints involving doping should be referred to British Swimming as per Scottish Swimming Company Rule R13.1.3.
- BL4.1.3 Complaints involving wellbeing or protection or other criminal offences shall be referred to the Scottish Swimming within 48 hours, in accordance with Scottish Swimming Company Rule R13.2.1

BL4.2 Disciplinary Procedure

- BL4.2.1 In the event that the behaviour of a swimmer, member of the coaching team or Management Group or a parent volunteer contravenes the Club's codes of conduct, the following action may be taken.
- BL4.2.2 The President, or a deputising club official, will conduct an investigation into the alleged breach of the Club's codes of conduct as they see fit and all persons and parties shall co-operate fully with the same. Failure to co-operate may amount to misconduct.
- BL4.2.3 The Investigating Club Official shall thereafter be entitled at any time to decide to:
 - a) Apply a sanction to the person(s) being investigated
 - b) Refer the matter to a Club Complaint panel
 - c) Take no further action
 - d) Pursue an alternative resolution, which may include Mediation, Arbitration or Conciliation.

BL4.2.4 The Club will keep a record of each stage of the disciplinary process.

BL4.3 Complaints

BL4.3.1 A complaint is a formal expression of dissatisfaction or allegation of unfair practice in connection with aquatic sports as governed by Scottish Swimming, can be made by:

- a) Any member of the Club
- b) A parent or guardian on behalf of a junior member as defined in paragraph C3.1
- c) A parent or guardian on behalf of a member classified as a Vulnerable Person, defined as a person who lacks sufficient capacity to present a grievance by themselves.
- d) Any Individual

BL4.3.2 A complaint must be made in accordance with SS Company Rules, Section R12 to R15.

BL4.4 Appeals

BL4.4.1 An appeal may be made against decisions taken by the Club in respect to the outcome of a submitted complaint or against decisions taken by a National Complaints Committee.

BL4.4.2 An appeal must be made in accordance with Scottish Swimming Company Rules Sections R12 to R15

BL4.5 Suspensions & Fines

BL4.5.1 The Committee may take action (e.g. fine, suspend or cancel membership) against any Club Member proved guilty of conduct or breach of the Constitution, Bye-laws, Regulations which is detrimental to the interests or aims of the Club or for acting in such a manner as to bring disrepute to the Club. Such action shall only be taken if the principles and procedures embodied in the Complaints, Appeals and Suspension & Fines sections of the Scottish Swimming Governance Documentation (Sections R12 to R15) have been applied.

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South Ayrshire Swim Team
Club Policy No: 1

Wellbeing and Protection Policy

Scottish Swimming is committed to promoting the wellbeing of athletes within our sport to allow them to enjoy a positive experience of swimming and to encourage lifetime participation.

The following Wellbeing & Protection Policy safeguarding Policy booklets detail that commitment:

- [Wellbeing & Protection Policy: Children & Young People](#)
- [Wellbeing & Protection Policy: Adults](#)

Further information can be found on Scottish Swimming's dedicated [Wellbeing and Protection Website](#).

It is the policy of SAST to ensure that every adult, child or young person who takes part in swimming should be able to participate in an enjoyable and safe environment. To deliver that commitment we believe in the following Good Practice:

- [Club Policy Statement Wellbeing & Protection: Children & Young People](#)
- [Club Policy Statement Wellbeing & Protection: Adults](#)

Club Policy Statement Wellbeing & Protection: Children & Young People

1. The safeguarding of children is everyone's responsibility, particularly when it comes to protecting children from abuse. Everyone in swimming – administrator, Club official, coach, parent, friend, children themselves, everyone – can help. Children and young people have a lot to gain from swimming. Their natural sense of fun and spontaneity can blossom in positive sporting environments. Swimming provides an excellent opportunity for children to learn new skills, become more confident and maximise their own unique potential. The Club will place the needs of the child first and winning and competition second.

2. The underlying principles with respect to Wellbeing & Child Protection are that:

- The child's well-being is the first consideration
- All children, regardless of age, any disability they have, gender, racial origin, religious belief and sexual identity have a right to be protected from abuse
- Children and young people must be treated with integrity and respect
- Children and young peoples' programmes and competitions will be relevant to their ages and stages of development

3. We are committed to following the current Scottish Swimming's Wellbeing & Protection: Child & Young People policy & guidelines. All our volunteers / staff are members of Scottish Swimming.

4. The Club:

- Aims to create an enjoyable environment, where young people have the right to be safe, secure and free from threat
- Acknowledges that young people have the right to be treated with respect and for their concerns to be listened to and acted upon
- Will aim to ensure that junior members have specific programmes designated for them, with adequate supervision
- Is committed to ensuring that all helpers, whatever their role, completes SASA membership registration and sign a Code of Conduct
- Is committed to ensure that all regulated positions are PVG Scheme Members and complete a Self-Declaration Form
- Provides clear, comprehensive, easily understood procedures for dealing with:
 - allegations of abuse
 - requests for help and support on a confidential basis
- Is committed to an equitable recruitment selection policy for coaches.
- Will always emphasise fair play

Club Policy Statement Wellbeing & Protection: Adults

1. The safeguarding of participants, particularly adults at risk, is everyone's responsibility, particularly when it comes to protecting people from abuse. Everyone in swimming – administrator, Club official, coach, parent, friend, everyone – can help. All adults including adults at risk have a lot to gain from swimming. Swimming provides an excellent opportunity for individuals to learn new skills, become more confident and maximise their own unique potential.

2. The underlying principles with respect to Wellbeing & Child Protection are that:

- The individual's well-being is the first consideration
- All people, regardless of age, any disability they have, gender, racial origin, religious belief and sexual identity have a right to be protected from abuse
- All members must be treated with integrity and respect
- Programmes and competitions will be relevant to the age and stages of development of the participants involved

3. We are committed to following the current Scottish Swimming's Wellbeing & Protection: Adult policy & guidelines. All our volunteers / staff are members of Scottish Swimming.

4. The Club:

- Aims to create an enjoyable environment, where participants have the right to be safe, secure and free from threat
- Acknowledges that everyone and particularly adults at risk have the right to be treated with respect and for their concerns to be listened to and acted upon
- Is committed to ensuring that all helpers, whatever their role, completes SASA membership registration and sign a Code of Conduct
- Is committed to ensure that all regulated positions are PVG Scheme Members and complete a Self-Declaration Form
- Provides clear, comprehensive, easily understood procedures for dealing with:
 - allegations of abuse
 - requests for help and support on a confidential basis
- Is committed to an equitable recruitment selection policy for coaches
- Will always emphasise fair play

South Ayrshire Swim Team
Club Policy No: 2

Anti-Bullying Policy

SAST understands that both children, young people and adults' wellbeing can be seriously impacted upon by bullying behaviour and therefore we adopt the following Scottish Swimming policy.

- [Anti-Bullying Policy](#) – Adults, Children and Young People

Acceptable Use of Mobile Phone Policy: Children & Young People

Aim:

The aim of the Mobile Phone Policy is to promote safe and appropriate practice through establishing clear acceptable use through guidelines.

Scope:

This policy applies to all members of the Club, and relates directly to the appropriate codes of conduct.

Responsibility:

It is the responsibility of the athletes / coaches / volunteers to adhere to the guidelines outlined in this document. It is the parent's responsibility to allow their child to have a mobile phone, and should be aware if their child takes a mobile phone to club sessions. Permission to have a mobile phone during the club sessions/events will be dependent on the parent/guardian giving their permission in the form of a signed copy of this policy.

Policy Statement:

It is recognised that smartphones contain a wide variety of functions which can be susceptible to misuse. Misuse includes taking and distribution of indecent images, exploitation and bullying. Misuse of smartphones can cause distress to individuals, impact on self-confidence and mental well-being, as well as impact on privacy and right to confidentiality. Such concerns are not exclusive to children and young people. It is appreciated that it can be very difficult to detect when smartphones are being used, particularly in relation to additional functions. The use of all mobile phones is therefore limited, regardless of their capabilities. There are 'mobile phone free' areas within the Club setting. These are areas that are considered to be the most vulnerable and sensitive:

- Changing Rooms
- Toilets
- Showers

There is a zero-tolerance policy in place with regards to use of mobile phones by any individual in these areas.

Inappropriate Use:

The following are examples of inappropriate use - **this is not an exhaustive list.**

Members using their mobile phone to:

- using vulgar, derogatory or obscene language while using a mobile phone
- engage in personal attacks
- harass other people
- posting/sharing private information about others using SMS messages/social media.
- taking/sending photos or objectionable images
- phone calls that include elements of the above

Consequences due to Inappropriate Use:

Breaches of the Acceptable Use of Mobile Phone Policy will be dealt with in accordance with the club's disciplinary procedures and depending on the nature of the breach may be subject to criminal proceedings.

I understand that if I do not follow the Acceptable Use of Mobile Phone Policy, any/all of the following actions may be taken by my club or Scottish Swimming:

1. Be required to apologise formally
2. Receive a warning; verbal or written
3. Be dropped or substituted
4. Suspended by the club
5. Be required to leave the club
6. Forbidden to take my mobile phone or other portable devise to swimming
7. Be required to have my continued participation in club activities supervised by my parents/guardians
8. Be required to sign up to a behaviour management plan
9. Serious breaches depending on the nature of the incident may have to be reported to the police

Parent / Guardian Permission:

I have read and understand the above information and appropriate use of mobile phones within Club sessions / events. I understand that this form will be kept on file and that the details may be used (and shared with a third party, if necessary) to assist identifying a phone should the need arise (e.g. if lost, or if the phone is being used inappropriately).

I give my child permission to have a phone at club sessions and understand that my child will be responsible for ensuring that the mobile phone is used appropriately and correctly while under the Club's supervision, as outlined in this document.

Athlete Signed:

Name (print)

Signed

Date

Parent/Guardian:

Name (print)

Signed

Date

Acceptable Use of Mobile Phone Policy: Adults

Aim:

The aim of the Mobile Phone Policy is to promote safe and appropriate practice through establishing clear acceptable use through guidelines.

Scope:

This policy applies to all members of the Club, and relates directly to the appropriate codes of conduct.

Responsibility:

It is the responsibility of the athletes / coaches / volunteers to adhere to the guidelines outlined in this document.

Policy Statement:

It is recognised that smartphones contain a wide variety of functions which can be susceptible to misuse. Misuse includes taking and distribution of indecent images, exploitation and bullying. Misuse of smartphones can cause distress to individuals, impact on self-confidence and mental well-being, as well as impact on privacy and right to confidentiality. Such concerns are not exclusive to children and young people. It is appreciated that it can be very difficult to detect when smartphones are being used, particularly in relation to additional functions. The use of all mobile phones is therefore limited, regardless of their capabilities. There are 'mobile phone free' areas within the Club setting. These are areas that are considered to be the most vulnerable and sensitive:

- Changing Rooms
- Toilets
- Showers

There is a zero-tolerance policy in place with regards to use of mobile phones by any individual in these areas.

Inappropriate Use:

The following are examples of inappropriate use - **this is not an exhaustive list.**

Members using their mobile phone to:

- using vulgar, derogatory or obscene language while using a mobile phone
- engage in personal attacks
- harass other people
- posting/sharing private information about others using SMS messages/social media
- taking/sending photos or objectionable images,
- phone calls that include elements of the above

Consequences due to Inappropriate Use:

Breaches of the Acceptable Use of Mobile Phone Policy will be dealt with in accordance with the club's disciplinary procedures and depending on the nature of the breach may be subject to criminal proceedings.

I understand that if I do not follow the Acceptable Use of Mobile Phone Policy, any/all of the following actions may be taken by my club or Scottish Swimming:

1. Be required to apologise formally
2. Receive a warning; verbal or written
3. Be dropped or substituted
4. Suspended by the club
5. Be required to leave the club
6. Forbidden to take my mobile phone or other portable devise to swimming
7. Be required to sign up to a behaviour management plan
8. Serious breaches depending on the nature of the incident may have to be reported to the police

Declaration:

I have read and understand the above information and appropriate use of mobile phones within Club sessions / events. I understand that this form will be kept on file and that the details may be used (and shared with a third party, if necessary) to assist identifying a phone should the need arise (e.g. if lost, or if the phone is being used inappropriately).

I understand that I am responsible for ensuring that my mobile phone/other digital devices are used appropriately and correctly while under the Club's supervision, as outline in this document.

Athlete Signed:

Name (print)

Signed

Date

Use of Photographic and Video Equipment Policy

The use of visual evidence of performance, e.g., stroke technique, in training and competition, is an important tool for coaching swimming.

The Club will sometimes use videos and/or cameras during training sessions and competitions for coaches and swimmers to analyse stroke technique and performance. Video evidence of this nature is for internal club use only and shall not be shown to any external agency without the express consent of both the swimmer and their parent/carer.

The Club will take, or commission the taking of, photographs or video for media coverage including newspapers, websites and social media.

Any person using video or camera equipment (including mobile telephones or tablets) at any club training session, competition or event will be aware of and agree to abide by this policy and have permission from the Committee.

Persons seeking permission to use video or camera equipment (including mobile telephones or tablets), must agree to abide by the following:

- Complete the relevant permission request form
- Any badge, band or pass issued to confirm permission has been granted must be worn by the person to whom permission has been granted or attached to the device in their possession
- All material must be used for the purpose stated on the application and must not be altered in any way without the prior approval in writing of the person(s) photographed or their parent/carer
- Video evidence used for stroke technique and performance analysis in club training sessions or at competitions must be used solely for this purpose and viewed with consent of the swimmer in question. Video evidence gathered by the club will not be given to any outside agency without the express consent of the swimmer and their parent/carer
- Photographs or videos will not be placed on websites or social media sites without the permission of the swimmer and their parent/carer
- Swimmer's modesty must be respected at all times and therefore swimmers will only be photographed in swimwear during action or staged shots
- It is the camera users own responsibility to be aware of venue operating procedures in respect of taking of photographs and videos as permission from the club does not necessarily infer permission from venue owners/operators
- The use of mobile phones or any recording equipment for the taking of pictures or video is **strictly forbidden** in any area of the changing rooms at SAST training session, SAST meets/galas or other SAST event or any meet/gala or other event hosted by any other club or organisation

SAST implement this policy in line with Guidance published by Scottish Swimming:

- [Guidance on Digital Technologies, including communication, social media, photos & videos – Children & Young People](#)
- [Guidance on Digital Technologies, including communication, social media, photos & videos – Adults](#)

Social Media Policy

Guidance and recommendations for coaches, volunteers, officials and designated officers

For the purpose of this guidance, the term 'coach' is used to apply to all adults working with young people (U18) in aquatics.

For the purpose of this guidance, electronic communication includes contact with young people via email, text messaging, social networking sites (e.g., Facebook, Twitter) and instant messaging systems (e.g., WhatsApp).

Introduction

As technology develops, the internet and its range of services can be accessed through various devices including mobile phones, computers and game consoles. Although the internet has many positive uses, it provides the key method for the distribution of indecent images of children. Furthermore, social networking sites, chat rooms and instant messaging systems are increasingly been used by online predators to 'sexually groom' children and young people. This area is now specifically addressed by the Protection of Children and Prevention of Sexual Offenses (Scotland) Act 2005. In addition, electronic communication is being used more and more by young people as a means of bullying their peers.

All adults working with young people in aquatics are asked to adhere to the following best practice guidelines which form part of the Scottish Swimming Child Protection Policy.

Scottish Swimming will investigate any 'coach' who is not adhering to best practice in communication with young people.

General Good Practice

The general principle is that all communication with children should be open, transparent and appropriate. It is inappropriate for adult coaches to communicate on a **one to one** basis with athletes under the age of 18 years by:

- text message
- e-mail
- instant messaging or through social networking sites

All electronic communication by the above methods should include (where possible) a copy to a third party, e.g., copy to the relevant wellbeing and protection officer and/or the parent.

Coaches should also limit all electronic communication to aquatics-related matters. It is advisable to always send a group message rather than single messages to one athlete. Consent should be sought as follows:

- For U16 athletes, parental consent is required for communication between the adult and the young person. This guideline will form part of the club membership details given when joining the club
- For 16 - 18 athletes, although consent is not legally required, parents should be informed and aware of the communication between the coach and young person. It is good practice to obtain the consent of the 16 – 18 year old athlete

All coaches, staff, volunteers, parents and members should always behave responsibly and respectfully when online or texting:

- They should not post or discuss unfavourable comments about coaches, athletes, any helper or volunteer, parents or club/s
- Mobile phones should be turned off during an aquatic's session except in the case where a phone is used as a club contact number or for emergencies

Text Messages

Text messages are **NOT** the preferred method of communication between adults and young people. However, where they are used, they should be group (bundled) messages and should always be copied into the relevant wellbeing and protection officer.

In the event of an emergency, individual texts may be used but again must be copied into the wellbeing and protection officer and/or parent.

Instant Messaging Services

WhatsApp and other instant messaging systems are an effective method of communication between adults and young people. However, where they are used, they will be group (bundled) messages and should always be copied into the relevant wellbeing and protection officer. They will only be used for communication with the following squads:

- Senior Performance
- Junior Performance
- Senior Competition

In the event of an emergency, individual texts may be used but again must be copied into the wellbeing and protection officer and/or parent.

Emails

Emails are a positive and simple method of communication between coaches and young athletes and groups are easy to set up.

Group emails are preferred, although in the case of an email to one person, a copy must be sent to the relevant wellbeing and protection officer and/or parent.

Social Networking

Coaches should **NOT** have athletes under the age of 18 as their 'friends' on social networking sites when the primary reason for the relationship is aquatics and they have a position of trust in relation to that young person. Should a young person in your club request to become a named friend on your social networking page or request that you become a named friend on their page you should decline if any of the below apply:

- You are in an aquatics position of responsibility in respect of that child
- You hold a position of trust and responsibility in the aquatics club
- Your contact with the child is through an aquatics club **and** the parent/guardian of the child does not give their consent to such contact

The social network site should never be used as a medium by which to abuse or criticise club members or other clubs and to do so would be in breach of the Scottish Swimming Codes of Conduct and therefore subject to disciplinary action.

Coaches are advised to consider carefully what they post as some comments can be seen by friends of friends. This also applies to comments left on other people's pages and the sharing of photographs. Consider your position as a role model in this area.

The publishing of a photograph or video footage on a social networking site is governed by the same requirements as any other media (see the Scottish Swimming Photography Policy).

Club Facebook Group

Clubs using Facebook as a forum for members are advised to use a closed group. They should only accept members of the club as members of the group. This must be stated on the group and the group must be set up for that reason.

Coaches are reminded that ALL social networking websites are restricted to people aged 13 years and over; this restriction must be adhered to.

SAST Social Media Sites – Facebook, Twitter and Instagram

Social media sites can be set up for the club to promote its activities to the wider community. All members must be aware that these sites are visible to all users and should not contain information about young people. The following requirements will be followed when posting:

Photography requirements

- No swimmers to be pictured in swimwear unless it is an “action shot”
- Swimmers need to be properly covered within any images
 - If it is a ‘full-body’ picture then a t-shirt and shorts must be worn
 - If it is an ‘upper-body’ picture then a t-shirt must be worn
- It would be preferable for all swimmers pictured to have a club t-shirt or top in any club images

Other requirements

- The club social media accounts will no friend any club swimmers
- Surnames of swimmers are never posted, especially alongside photos

There will be consistent SAST branding across all social media sites, website and email communications.

Guidance to coaches who have children that participate in the club where they coach

Many parents are becoming members of social networking sites that their children sign up to for security reasons. This enables them to view their child's activity and help ensure the safety of their own child. It would not be appropriate for Scottish Swimming to prevent a parent who is also a coach in his/her child's club from using this form of protection for their child's online activities. On sites such as Facebook, this will give the parent access, via their child's account, to all children listed as friends or followers of their child. Therefore, in such cases –

On Facebook:

- The coach concerned should not have direct contact or communication with those athletes under the age of 18 who are friends with their child

- The coach should not accept such athletes as friends
- The coach should inform the wellbeing and protection officer that they are friends with their child on Facebook

On Twitter/Instagram/etc.:

- Coaches are advised not to follow athletes under the age of 18 on Twitter/Instagram/similar sites
- While it is not required for coaches to block athletes under the age of 18 from following them on Twitter/Instagram, they must be mindful that what they are posting is visible to those athletes, and to the wider world
- Coaches should not interact with athletes under the age of 18 on these sites on any topic other than aquatics, and must ensure that the wellbeing and protection officer and the child's parent/guardian are aware that communication is taking place via this medium
- Coaches should never use the private messaging options on these sites to contact athletes under the age of 18

Coaches/teachers/officials who are aged Under 18

Scottish Swimming recognises that social networking sites can be a useful tool for coaches and officials within aquatics clubs to share information with other coaches or officials. If, however, the coach or official is under the age of 18, while they may be a colleague; these requirements must be adhered to.

For young people aged 16 or 17 it is the view of Scottish Swimming that to restrict the ability to share professional information with them from other coaches or officials may be detrimental in their professional development. Therefore, in such cases if the parent/guardian of a young person in a position of responsibility aged 16/17 and the young person themselves requests to have contact with an adult club officer or coach for the purposes of sharing professional information relevant to their role:

- The club should gain written consent of the parent/guardian and young person to have such contact naming the individual adult and social networking site concerned
- The named adult must sign an agreement to keep the contact with the young person to the discussion of matters relevant to the young person's professional role in the club
- All such communications should be shared with an identified 3rd person (e.g. the young person's parent/guardian or club wellbeing and protection officer)

If the young person or the adult is found to breach the above agreement action must be taken by the club to address the concern and/or the breach referred to Scottish Swimming or the statutory agencies if appropriate.

Further information and guidance can be found on Scottish Swimming [Guidance on U18 Volunteers](#).

A note to young athletes

Young members must be reminded to set their privacy settings and not accept requests either from people unknown to them or to other adults involved in aquatics.

Reporting concerns

In the event of an athlete showing a coach a text or instant message, image or email that is considered to be inappropriate for a child to have, the coach must inform the appropriate wellbeing and protection officer, either at club or Scottish Swimming national level. If a young person is concerned with anything they have seen on the internet they are advised to speak to their club wellbeing and protection officer.

Further information and access to external partner website can be found on the Scottish Swimming Wellbeing and Protection Internet under:

- [Guidance on Digital Technologies, including communication, social media, photos & videos – Children & Young People](#)
- [Guidance on Digital Technologies, including communication, social media, photos & videos – Adults](#)
- [Wellbeing and Protection – Social Media WPO Support Documents](#)
- [Wellbeing and Protection – Useful links](#)

Code of Conduct: Coaches

A responsible swimming coach helps the development of individuals through improving their performance. This is achieved by:

1. Identifying and meeting the needs of individuals
2. Improving performance through a progressive programme of safe, guided practice measured performance and/or competition
3. Creating an environment in which individuals are motivated to maintain participation and improve performance

Coaches should comply with the principles of good ethical practice listed below.

A coach must at all times:

1. Hold relevant, up to date and recognised coaching qualifications, safeguarding training, insurance and a valid PVG if applicable to their role
2. Consider the wellbeing and safety of the athlete before the development of performance
3. Develop an appropriate working relationship with athletes, based on mutual trust and respect that empower and includes, athletes, both youth and senior in the decision-making process
4. Promote respect for the ability of opponents as well as for volunteers, officials and fellow coaches
5. Always promote the positive aspects of the sport (e.g. fair play) and never condone rule violations or the use of prohibited substances
6. Make sure all activities are appropriate to the age, ability and experience of those taking part
7. Recognise the developmental needs and capacity of each athlete and avoid excessive training and competition, pushing them against their will and putting undue pressure on them
8. Respect the rights, dignity and worth of every person and treat everyone equally within the context of their sport
9. Encourage athletes to value their effort in performance and not just results
10. Encourage and guide athletes to accept responsibility for their own behaviour and performance by giving enthusiastic and constructive feedback
11. Clarify, at the outset, with athletes (and where appropriate with their parents) exactly what is expected of them and what athletes are entitled to expect from their coach
12. Consistently display high standards of behaviour and appearance, be an excellent role model including not smoking or drinking or using foul language in the company of athletes
13. Never ignore, tolerate or engage in any form of bullying
14. Coaches must not exert undue influence to obtain personal benefit or reward. In particular, coaches must not use their position to establish or pursue a sexual or improper relationship with an athlete or someone close to them
15. Follow the advice of a physician or other qualified medical professionals when an athlete is injured
16. Coaches should not allow allegations to go unchallenged, unrecorded or fail to act upon them
17. Make a personal commitment to keep yourself informed of sound coaching principles and the principles of growth and development of children
18. Ensure that the equipment and facilities meet safety standards and are suitable for training
19. Follow all guidelines laid down by Scottish Swimming and the club and abide by Scottish Swimming Acceptable use of Mobile Phone Policy and Social Media Guidelines

Coaches have the right to:

1. Access ongoing training and information on all aspects of their role, including safeguarding, wellbeing & protection
2. Support in reporting suspected abuse or poor practice

3. Access to professional support services
4. Fair and equitable treatment by Scottish Swimming/club
5. Be protected from abuse by adults/youths, other adult members and parents
6. Not to be left vulnerable while carrying out their role

Breaches of the Coach Code of Conduct will be dealt with in accordance with the Scottish Swimming disciplinary procedures.

Declaration:

I understand that if I do not follow the Coaches Code of Conduct, my club or Scottish Swimming may take any / all of the following actions:

1. Be required to apologise formally
2. Receive a warning; verbal or written
3. Required to meet with the club, Wellbeing & Protection Officer or designated members of the club committee
4. Monitored by another club volunteer/committee member
5. Required to attend an education course
6. Suspended by the club
7. Required to leave or be removed from post

I have read and understood the above Code of Conduct and I agree to be bound by it:

Name (print)

Signed

Role

Date

Code of Conduct: U18 Athletes

SAST is dedicated to creating an environment that nurtures the enjoyment and enthusiasm of every athlete within our club, through a safe, positive environment. We want to empower our athletes to base their conduct on a sense of personal integrity based on the acceptance of rules, fairness, equality, respect for others, moral conduct and a sense of what is right; where unethical behaviour, rule breaking, drug taking or violence is automatically rejected as being irrelevant to the true purpose of swimming.

I agree to:

1. Be friendly and supportive, offer help if needed
2. Practice and participate fairly and be trustworthy
3. Behave with respect to others including coaches/teachers, venue staff, officials, other athletes, parents, team managers and spectators
4. Respect the rules of my club, those of the facilities and Scottish Swimming
5. Respect the rights, dignity and worth of all participants regardless of age, disability, gender, ability, race, cultural background or religious beliefs or sexual identity
6. Always strive to do my best and refrain from inappropriate conduct towards others including physical, verbal, written or emotional, in person or through use of social media
7. Be a positive role model and refrain from bullying and getting involved in inappropriate peer pressure and push others into something they do not want to do
8. Set a good example at all times in aspects of dress, punctuality, language, behaviour and respect of equipment and others
9. Wear suitable kit
10. Will not smoke, consume alcohol or drugs of any kind
11. Abide by Scottish Swimming Acceptable use of Mobile Phone Policy and Social Media Guidelines
12. Report inappropriate behaviour or risky situations to a member of staff

Our Club recognises that to create a supportive atmosphere, which allows everyone to compete / participate to the best of their abilities, it is important for athletes to know that while we have high expectations of their behaviour, they can expect the same in return from us.

You have the right to:

1. Be safe and happy while taking part in the sport in a protected environment
2. Be respected and treated fairly and participate on an equal basis, appropriate to your ability
3. Be protected from abuse by others from within our club or out with the club
4. Ask for help
5. Be believed
6. Be listened too
7. Be referred to professional help if needed

Breaches of the Athletes Code of Conduct will be dealt with in accordance with the clubs disciplinary procedures.

Declaration:

I understand that if I do not follow the Athletes Code of Conduct, any / all of the following actions (not an exhaustive list) may be taken by my club or Scottish Swimming:

1. Be required to apologise formally
2. Receive a warning; verbal or written
3. Be dropped or substituted
4. Suspended by the club
5. Be required to leave the club

I have read and understood the above Code of Conduct and I agree to be bound by it:

Athlete Signed:

Name (print)

Signed

Date

Parent/Guardian:

Name (print)

Signed

Date

Code of Conduct: Athletes

SAST is dedicated to creating an environment that nurtures the enjoyment and enthusiasm of every athlete within our club, through a safe, positive environment. We want to empower our athletes to base their conduct on a sense of personal integrity based on the acceptance of rules, fairness, equality, respect for others, moral conduct and a sense of what is right; where unethical behaviour, rule breaking, drug taking or violence is automatically rejected as being irrelevant to the true purpose of swimming.

I agree to:

1. Be friendly and supportive, offer help if needed
2. Practice and participate fairly and be trustworthy
3. Behave with respect to others including coaches/teachers, venue staff, officials, other athletes, parents, team managers and spectators
4. Respect the rules of my club, those of the facilities and Scottish Swimming
5. Respect the rights, dignity and worth of all participants regardless of age, disability, gender, ability, race, cultural background or religious beliefs or sexual identity
6. Always strive to do my best and refrain from inappropriate conduct towards others including physical, verbal, written or emotional, in person or through use of social media
7. Be a positive role model and refrain from bullying and getting involved in inappropriate peer pressure and push others into something they do not want to do
8. Set a good example at all times in aspects of dress, punctuality, language, behaviour and respect of equipment and others
9. Wear suitable kit
10. Will not smoke, consume alcohol or drugs of any kind
11. Abide by Scottish Swimming Acceptable use of Mobile Phone Policy and Social Media Guidelines
12. Report inappropriate behaviour or risky situations to a member of staff

Our Club recognises that to create a supportive atmosphere, which allows everyone to compete / participate to the best of their abilities, it is important for athletes to know that while we have high expectations of their behaviour, they can expect the same in return from us.

You have the right to:

1. Be safe and happy while taking part in the sport in a protected environment
2. Be respected and treated fairly and participate on an equal basis, appropriate to your ability
3. Be protected from abuse by others from within our club or out with the club
4. Ask for help
5. Be believed
6. Be listened too
7. Be referred to professional help if needed

Breaches of the Athletes Code of Conduct will be dealt with in accordance with the clubs disciplinary procedures.

Declaration:

I understand that if I do not follow the Athletes Code of Conduct, any / all of the following actions (not an exhaustive list) may be taken by my club or Scottish Swimming:

1. Be required to apologise formally
2. Receive a warning; verbal or written
3. Be dropped or substituted
4. Suspended by the club
5. Be required to leave the club

I have read and understood the above Code of Conduct and I agree to be bound by it:

Athlete Signed:

Name (print)

Signed

Date

Code of Conduct: Parents/Guardians

SAST is dedicated to nurturing the enjoyment and enthusiasm of every child within our sport, through a safe, fun and progressive environment. We aim to create a welcoming and vibrant environment, promoting inclusivity and diversity that caters for participant's needs and aspirations. It is important that children participate in the right spirit and in a supportive atmosphere; which allows them to perform to the best of their abilities; valuing and recognising effort as well as results.

In order to achieve this, we rely heavily on parents/carers to give their support in the right way, all club activities both in and out of the pool are covered by this code of conduct. Parents/carers are asked to abide by this Code of Conduct at all times. Please return a signed copy to your clubs WPO.

Supporting your Child:

1. Ensure your child is properly prepared – clothing, kit, equipment, food, drink, etc
2. Encourage your child to have fun
3. Never condone rule violations or use of prohibited substances
4. Encourage your child to respect the rules, and teach them that they can only do their best
5. Ensure that your child understands their code of conduct
6. Inspire your child to be the best they can be in both in the sport and in life
7. Help them understand the important life lessons to be gained from the sport, such as: leadership, handling adversity, teamwork, persistence and compassion
8. Establish a positive relationship with your child's coach
9. Do not ridicule or shout at your child for making mistakes or losing at events/competitions

Supporting our Club:

1. Complete and return all sections of the Activity, Transport Permission form pertaining to your child's participation, medical information and photographic permissions
2. Report any changes to the information in the Activity, Transport Permission form to the coach/club staff as soon as possible BEFORE they next take part in a session
3. Deliver and collect your child punctually before and after sessions/races/events and inform the organiser prior to the activity starting if your child is to be collected early
4. Support the club by attending events and fundraising activities when you can
5. Abide by Scottish Swimming Acceptable use of mobile phone policy and Social Media Guidelines

Supporting our club/team at events and competitions:

1. Encourage all members of the club by applauding their effort
2. Show understanding when athletes make mistakes or if they don't win/PB
3. Be positive. Discuss performances in a constructive manner at an appropriate time, focus on things the athlete did well. Don't dwell on mistakes

4. Support all efforts to remove verbal and physical abuse from sporting activities
5. Respect and applaud other athletes / teams for their efforts, not just your own
6. Behave responsibly and do not use inappropriate language whilst involved in or spectating at club activities, and treat swimmers, coaches, club volunteers, officials and other parents with due respect.
7. Abide by Scottish Swimming Acceptable use of Mobile Phone Policy and Social Media Guidelines

As a Parent/Guardian you have the right to:

1. Be assured that your child is safe and protected during their participation in all activities
2. Be informed of problems or concerns relating to your child
3. Be informed if your child is injured or unwell
4. Have your consent sought for issue such as trips or photography
5. Contribute to decisions within the club
6. Have any concerns about any aspect of your child's welfare listened to and responded to

Where a parent/guardian is a member of the Club / Scottish Swimming any breaches of the Parent/Carers Code of Conduct will be dealt with in accordance with the club disciplinary procedures.

If the parent/carer is not a member of the Club / Scottish Swimming any breaches of the Parent/Carer Code of Conduct will result in removal from the event / a ban for future events.

Declaration:

I have read and understood the above Code of Conduct and I agree to be bound by it:

Name (print)

Signed

Date

Code of Conduct: Volunteers & Technical Officials

**Officials and Volunteers should comply with the principles of good ethical practice listed below.
An Official or Volunteer must at all times:**

1. Hold the appropriate valid qualifications, insurance cover and PVG relevant to your role
2. Develop an appropriate working relationship with all club members based on mutual trust and respect
3. Encourage an environment that values the performance and not just results
4. Show respect to others involved in the sport including other volunteers, athletes, coaches, team manager, match officials, officials and spectators
5. Follow all guidelines laid down by Scottish Swimming and the club
6. Display and promote high standards of behaviour and fair play
7. Always promote the positive aspects of the sport (e.g. fair play) and never condone rule violations or the use of prohibited substances
8. Never exert undue influence over an athlete to obtain personal benefit or reward.
9. Always respect other officials decisions and never engage in public criticism of them
10. Respect the rights, dignity and worth of all participants regardless of age, disability, gender, race, cultural background or religious beliefs or sexual identity
11. Refrain from offensive, insulting or abusive language or behaviour
12. Never engage in bullying, intimidation or harassment
13. Abide by Scottish Swimming Acceptable use of mobile phone policy and Social Media Guidelines
14. Report inappropriate behaviour or risky situations
15. Volunteers and Officials should not allow allegations to go unchallenged, unrecorded or fail to act upon them

Volunteers and Club Officials have the right to:

1. Access to ongoing training and information on all aspects of your role including safeguarding, wellbeing & child protection
2. Support in the reporting of suspected abuse or poor practice
3. Access to professional support services
4. Fair and equitable treatment by Scottish Swimming/club
5. Be protected from abuse by adults/youths, other adult members and parents
6. Not to be left vulnerable when carrying out your role

Breaches of the Official and Volunteer Code of Conduct will be dealt with in accordance with the clubs/Scottish Swimming's disciplinary procedures.

Declaration:

I understand that if I do not follow the Official and Volunteer Code of Conduct, The Club / Scottish Swimming may take any / all of the following actions:

1. Be required to apologise formally
2. Receive a warning; verbal or written
3. Required to meet with the club Wellbeing & Protection Officer or designated members of the club committee
4. Monitored by another club volunteer/committee member
5. Required to attend an education course
6. Suspended by the club
7. Required to leave or be removed from post.

I have read and understood the above Code of Conduct and I agree to be bound by it:

Name (print)

Signed

Date

Code of Conduct: Team Managers

A responsible Team Manager contributes to the development of individuals through:

1. Identifying and meeting the needs of individuals
2. Good team working and communication with coaches, athletes and their parents/carers
3. Creating an environment in which individuals feel included

Team Managers will travel with the team to and from all out of town and overnight meets

Swimmers under the age of 12 must be accompanied by a parent (or capable designate). Since the care of a young athlete is also a full time commitment, this parent (or designate) shall be excluded from being a team manager.

Team Managers should comply with the principles of good ethical practise listed below.

A Team Manager must at all times:

1. Hold relevant, up to date Scottish Swimming team manager training, safeguarding training, insurance and a valid PVG applicable to their role
2. Develop an appropriate working relationship with athletes, based on mutual trust and respect
3. Respect the rights, dignity and worth of every person and treat everyone equally within the context of their sport
4. Clarify, at the outset, with athletes (and where appropriate with their parents) exactly what is expected of them and what athletes are entitled to expect from their Team Manager
5. Consistently display high standards of behaviour and appearance, be an excellent role model including not smoking or drinking or using foul language in the company of athletes
6. Never ignore, tolerate or engage in any form of bullying
7. Follow all guidelines laid down by Scottish Swimming and the club and abide by Scottish Swimming Acceptable use of Mobile Phone Policy and Social Media Guidelines
8. Be available to the swimmers and provide guidance when necessary
9. Not allow allegations to go unchallenged, unrecorded or fail to act upon them

Medical Information

1. Be aware of any medical conditions or allergies that the swimmer may have
2. Be aware if a swimmer is required to take medication during the trip, and discuss the instructions with the parents prior to departure
3. Have ready access to a first aid kit (in team manager bag)

Emergency action and first aid

All team managers should be prepared with an action plan in the event of an emergency and be aware of First Aid procedures. This will include:

1. Access to First Aid equipment
2. Emergency contact for the athlete
3. Telephone contact to the Emergency Services

Team Managers have the right to:

1. Access ongoing training and information on all aspects of their role, including safeguarding, wellbeing & protection
2. Support in reporting suspected abuse or poor practice
3. Access to professional support services
4. Fair and equitable treatment by Scottish Swimming/club
5. Be protected from abuse by adults/youths, other adult members and parents
6. Not to be left vulnerable while carrying out their role

Breaches of the Team Manager Code of Conduct will be dealt with in accordance with the Scottish Swimming disciplinary procedures.

Declaration:

I understand that if I do not follow the Team Manager Code of Conduct, my club or Scottish Swimming may take any / all of the following actions:

1. Be required to apologise formally
2. Receive a warning; verbal or written
3. Required to meet with the club, Wellbeing & Protection Officer or designated members of the club committee.
4. Monitored by another club volunteer/committee member
5. Required to attend an education course
6. Suspended by the club
7. Required to leave or be removed from post

I have read and understood the above Code of Conduct and I agree to be bound by it:

Name (print)

Signed

Date

Team Managers: Guidance

Where swimmers from the Club are travelling together to a meet or event with arrangements organised by the club, a Team Manager(s) will travel with the team. The Committee and Head Coaches will select team managers for designated meets and events based on the following:

- A ratio of one team manager for every 15 swimmers will be used. In some situations, more or less team managers will be required dependent on the nature and location of the event
- Team Managers must be over 25 years of age and will be required to undertake and pass the Disclosure Scotland PVG process
- Swimmers under the age of 12 must be accompanied by a parent/carer or someone over the age of 16. Since the care of a young swimmer is also a full-time commitment, this parent/carer (or designate) shall be excluded from being a team manager
- Each team manager must attend a SASA team manager course

Team Managers will perform duties as outlined in the guidelines below. This list is for illustrative purposes only and is not exhaustive. Other duties may be required for particular meets or events or dependent on prevailing circumstances at meets/events.

Medical Information

- Be aware of any medical conditions or allergies that the swimmer may have. The medical information sheets completed at registration will be kept in the team manager bag
- Be aware if a swimmer is required to take medication during the trip, and discuss the instructions with the parents prior to departure
- Have ready access to a first aid kit (in team manager bag)
- Each swimmer must have a form signed by parent if attending a meet

General Responsibilities

- Be responsible to the coach
- Ensure the safety and well-being of the swimmers while travelling to and from a swim meet
- Subject to licensing and insurance requirements be willing and able to drive a vehicle while at a meet
- Supervise the swimmers during away events at such times when not in care at their lodgings
- Be available to the swimmers and provide guidance when necessary
- Know the swimmers names, ages, parents name and number, medical info etc.
- Remain with swimmers on each day of the meet
- Be polite, courteous, and helpful to the swimmers
- Ensure arrangements are in place to safeguard swimmers valuables etc.
- Ensure the swimmers behave and act responsibly and are respectful of others

- Ensure that each swimmer has the team manager's hotel name, phone number and room number
- Under no circumstances consume any alcohol whilst acting as team manager
- Do not officiate at a meet, unless there is another parent available to take over the team manager duties temporarily

Supervision Responsibilities

- Ensure the swimmers are accounted for at all times
- Keep everyone together in the same facility
- Arrange to have the group be on time, wherever you go
- Keep control, maintain order, but not be overbearing
- Help children use their best manners and be respectful of others
- When the bus/van is offloaded check for forgotten items
- Remain in the same facility as the team at all times. If shopping (for team supplies such as food, etc.) needs to be done, then the team manager needs to arrange alternate supervision of the swimmers with the coach or other team managers

At The Pool

- Maintain indirect supervision and be available, but not interfere with the swimmers or coaches during the competition
- Be aware of the event, heat and start times, be prepared for unexpected event changes
- Assist coach to keep track of swimmers (especially younger ones) making sure they are on time for their events
- Be available to the coaches for any special tasks providing these tasks do not impede on the team managers primary task (chaperoning the athletes)
- Remind swimmers to leave the change rooms tidy and to clean up their rest areas of any litter

Transportation

- Ensure all vehicles and drivers are correctly insured
- Ensure the driver has a valid and appropriate license and takes adequate breaks
- All reasonable safety measures are available eg fitted working seatbelts
- Ensure driver and passengers wear seatbelts
- Ensure there is an appropriate ration of adults per child
- Take regular attendance before the bus or vehicle gets underway
- Further information can be found in the Scottish Swimming [Guidelines for transporting children](#)

Accommodation

- General Duties include (this is not an exhaustive list):

- Wake up rounds (make sure the kids are up and getting ready)
- Final night rounds – (ensure the kids are settling down and in their own rooms)
- Shopping – there will be trips to the grocery store that will have to be worked in – usually when the kids are resting between heats and finals
- Ensuring adequate supplies of snacks and water are taken to the pool
- Coordinating pick-up and drop-off times to and from the pool
- Following Scottish Swimming specific guidelines:
 - [Children and Young People Overnight trips / Accommodation](#)
 - [Adults' Overnight trips / Accommodation](#)

Disciplinary Policy

In the event that the behaviour of a swimmer, member of the coaching team, committee member or a parent volunteer seriously contravenes the Club codes of conduct, the following action will be taken:

- The Chairperson or a deputising Club official will in the first instance give the person concerned a formal verbal warning
- Should further action be necessary, this will take the form of a formal written warning which will set out the Club's concerns and specify what response the Club requires. The person concerned will be required to submit a written response within 14 days of the correspondence having been received
- If neither the verbal or written warnings adequately address the Club's concerns, the person will be excluded from the Club. The decision to exclude somebody from the Club will be communicated in writing

Each stage of the disciplinary action will be taken by the Committee and noted in its minutes so that an accurate record of events and decisions is maintained.

In the event that the disciplinary matter concerns a member of the Committee, the person concerned will be asked to leave the room during the discussion.

The person against whom the disciplinary action has been taken will have a right of appeal. The appeal must be made in writing and must arrive with the Club Secretary within 14 days of having received either a written warning or correspondence communicating a decision of exclusion.

The Committee will consider the appeal and will, at its discretion, agree to a formal disciplinary hearing. A written response will be provided within 14 days of the appeal having been received.

Should the appeal be rejected, the matter will be considered closed and there will be no further right to appeal.

South Ayrshire Swim Team
Club Policy No: 12

Grievance Policy

Any person dissatisfied with any matter connected with the Club should:

- In relation to any coaching or training matters, raise the issue with the Squad Coach or the appropriate Head Coach
- In relation to any other matter affecting the club's activities, raise it with the Vice Chairperson

If you are dissatisfied with the response given or decision made or if the issue relates to a Head Coach or Vice Chairperson, you should raise the matter with the Club Chairperson by writing to the Club Secretary giving details of your concerns and why you are unhappy with the response or decision given.

Unless the matter is considered urgent, the Chairperson will normally consider your letter at the first available meeting of the Committee and will investigate and discuss the matter as required and will undertake to consider and determine all matters as quickly, fairly and as reasonably as possible.

The Committee will normally advise you of their decision in writing within 14 days of the meeting and will endeavour also to advise you in writing of any further developments in relation to the grievance raised.

If you are dissatisfied with the Committee's decision, you will have the right to appeal within 14 days of notification and should do this in writing to the Chairperson.

The Chairperson will consider the whole matter anew, including your letter of appeal and may carry out further investigation or discussion at his/her discretion and will determine the matter by one of the following:

- By upholding the original decision
- By upholding your letter of appeal
- By substituting his/her own decision in the matter

The Chairperson will advise you of his/her decision in writing within 14 days of receiving your letter of appeal.

Coach Education Sponsorship Policy

SAST encourages members of the club to become involved in coaching and for this purpose operate a sponsorship policy. This policy applies to members who wish to attend accredited coaching education courses and who:

- Meet the required standard set by the professional bodies to obtain the desired accreditation
- Has been approved by the Head Coach and the Committee to pursue the course
- Has been approved by the Committee as qualifying for sponsorship

Head Coach Approval

- The individual who wishes to attend coach training will seek approval from a Head Coach in advance of attending the course
- This approval should be noted in writing and forwarded to the Club Secretary detailing the level of coaching expected by the coach upon qualification

Committee Approval

- Upon obtaining the approval from the Head Coach the committee will assess the recommendation and a decision will be noted in the minutes at a committee meeting
- If sponsorship support is granted a written sponsorship approval stating the terms of the sponsorship including the level, payment plan and expected level of coaching upon completion of course will be forwarded to the Coach and the Head Coaches by the Club Secretary

Sponsorship Level

- The committee can grant sponsorship up to 100% of the course cost at their discretion
- Sponsorship will be paid out in instalments as per the following payment plan:
 - 50% of total sponsorship upon completion of course upon producing the course certificate and invoice
 - Followed by 25% of total sponsorship 6 months after completion of course conditional on the coach still coaching at the agreed level set out in the sponsorship agreement
 - Followed by the final 25% of the total sponsorship 12 months after completion of course conditional of the coach still coaching at the agreed level set out in the sponsorship agreement
- The above payment plan may, in exceptional circumstances, be amended if considered appropriate by the Committee

South Ayrshire Swim Team
Club Policy No: 14

Expenses Policy

South Ayrshire Swim Team is a non-profit making organisation. All income shall remain in the club to promote club activities and development.

Allowable expenses are determined by the committee.

Coaches & Contractors

Coaches and others contracted to provide a service to the club will have details of allowable expenses agreed as part of their contract. Any other expenses not defined in this way must be agreed by an Officer of the Club in advance.

Committee Members & Volunteers

Committee Members and volunteers should neither profit nor be left out of pocket as a result of their participation in the running of the club or for attending events on behalf of the club.

Reasonable out of pocket expenses are considered allowable and may be claimed. These can include, but are not limited to, payment for equipment, stationary/printing, phone calls and meeting expenses, including travel connected with club business.

Committee members or volunteers using their own vehicle to attend meetings or events connected with the club at a venue out with Ayrshire may claim mileage at a rate of twenty-five (25) pence per mile from their home address to the venue and return.

Volunteers at club meets or galas may claim travel expenses to/from their home address provided they do not have a swimmer participating in the meet or gala.

Volunteers attending meets or galas hosted by other clubs will be reimbursed as appropriate in line with policies set by the host club.

General

All claims for expenses must be submitted in writing to the Club Finance Manager together with a receipt, or in the case of mileage claims with a breakdown of the journey made and mileage incurred.

Claims for expenses expected to be in excess of £50 must be agreed by an Officer of the Club in advance.

Club Privacy Policy

1. What we need

South Ayrshire Swim Team is a swimming club based in South Ayrshire and is an affiliated member of Scottish Swimming. South Ayrshire Swim Team will be a 'controller' of the personal information that you provide to us through this website, emails and any manual form.

When you register as a member of South Ayrshire Swim Team or renew your membership, including if you are registering or renewing on behalf of a child under the age of 18, we will ask you for the following personal information:

- Contact details – name, address, email address, date of birth
- Membership criteria / category – for example, athlete, parent, volunteer
- Participation details – for example, parent, athlete
- Equality information – for example, disability, sex

When you volunteer with South Ayrshire Swim Team we will ask you for the following personal information:

- Contact details – name, address, email address, date of birth
- Participation details – for example, parent, committee
- PVG membership, if appropriate

2. Why we need your personal information – contractual purposes

We need to collect our members' personal information so that we can manage your membership. We will use our members' personal information to:

- Provide you with core member services, including insurance, licensing, competition entering, team selection and PVG checks
- Setting up your online membership account and access to our club swimmers time results
- Send you membership communications by post or email in relation to essential memberships services, including but not limited to:
 - General meeting notices
 - Membership renewals
 - Membership fee information
 - Competition entries
 - General swimming information

If you do not provide us with all of the personal information that we need, this may affect our ability to offer the above membership services and benefits.

When you book a place with us for and attend a coach's course, competition, event, or training course, we need to collect your personal information so that we can honour your booking and to enable you to participate in the course, competition, or event.

If you do not provide us with all of the personal information that we need, this may affect our ability to book your place.

3. Why we need your personal information – legitimate purposes

Members Personal Data

We also process our members' personal information in pursuit of our legitimate interests. These legitimate interests are to:

- Promote and encourage participation in swimming by sending members' communications and booking information for upcoming competitions and events. Our competitions and events may be filmed or photographed and your personal information may also be used in images captured from our competitions and events, which we use for promotional, education and development purposes
- Provide competition in swimming by accepting and managing entries for our competitions and checking your personal information to ensure that you are entered into the correct category
- Monitor and develop participation in swimming by monitoring members' engagement and participation through feedback forms and inviting our members to participate in surveys for research and development purposes
- Invite our members as award winners or guests to our annual awards ceremony, which includes asking our members to nominate individuals for awards and shortlisting such individuals to select the winners, who we will then contact by email
- Develop and maintain our members' qualifications, including sending email communications to members to inform you of upcoming courses, renewal requirements and verifying that you have completed any mandatory training and PVG / child protection requirements
- Respond to and communicate with members regarding your questions, comments, support needs or complaints, concerns or allegations in relation to swimming with respect to grievance and disciplinary procedures; for example, we will use your personal information to investigate your complaint, to suspend membership, or take disciplinary action

Where we process your personal information in pursuit of our legitimate interests, you have the right to object to us using your personal information for the above purposes. If you wish to object to any of the above processing, please contact us. If we agree and comply with your objection, this may affect our ability to undertake the tasks above for the benefit of you as a member.

Volunteers' Personal Data

We will need to collect personal information relating to criminal convictions or alleged commission of criminal offences where you are required to complete a PVG check under the Protection of Vulnerable Groups (Scotland) Act 2007.

This information will include your PVG certificate number, PVG membership number, date of issue and any relevant information in relation to your membership of the PVG Scheme.

If your PVG certificate is not clear, we will have a legitimate interest to collect references and any other applicable information to allow us to consider whether you can act as a volunteer in a regulated role with children and/or vulnerable adults.

South Ayrshire Swim Team members' personal data

As a condition of our affiliation to Scottish Swimming we are required to ensure that all our members are members of Scottish Swimming.

We will share personal data as detailed above with Scottish Swimming who will become a controller of your personal information when they receive it. The Scottish Swimming's privacy notice explains how they use your personal information.

Athletes' / Participants' personal data

We publish the results of our competitions on our website. This includes the names, age and results of competitors.

Where we process your personal information in pursuit of our legitimate interests, you have the right to object to us using your personal information for this purpose. If you wish to object to any of the above processing, please contact us. If we comply with your objection, this may affect our ability to undertake the tasks above for the benefit of you as a volunteer.

4. Why we need your personal information – legal obligations

We are under a legal obligation to process certain personal information relating to our members, volunteers, participants, athletes, etc. for the purposes of complying with our obligations.

Our obligations are set out under:

- The Protection of Vulnerable Groups (Scotland) Act 2007, to check that our coaches and volunteers are able to undertake regulated work with children and vulnerable adults
- Sports Scotland / Scottish Swimming regulatory requirements, to maintain registration to Scottish Swimming to allow participation in competitions and swimming within the club
- The Equality Act 2010, which requires us to process personal information to make reasonable adjustments where necessary

5. Other uses of your personal information

We may ask you if we can process your personal information for additional purposes. If we do so, we will provide you with an additional privacy notice with information on how we will use your information for these additional purposes.

6. Who we share your personal information with

We may be required to share your personal information with certain other bodies for specific purposes:

- If your personal information is included in any images or videos taken by us at our competitions and events, we may share this with South Ayrshire Swim Team and local press for promotional and/or journalistic purposes.
- We may be required to share personal information with statutory or regulatory authorities and organisations to comply with statutory obligations. Such organisations include the Health & Safety Executive, Disclosure Scotland, and Police Scotland for the purposes of safeguarding children
- We may also share personal information with our professional and legal advisors for the purposes of taking advice.

South Ayrshire Swim Team employs third party suppliers to provide services, including IT and audit. These suppliers may process personal information on our behalf as 'processors' and are subject to written contractual conditions to only process that personal information under our instructions and protect it.

In the event that we do share personal information with external third parties, we will only share such personal information strictly required for the specific purposes and take reasonable steps to ensure that recipients shall only process the disclosed personal information in accordance with those purposes.

7. How we protect your personal information

Your personal information is stored on our electronic filing system. Our servers are based in the US & Canada and are accessed by our staff / volunteers for the purposes set out above.

We are required to transfer your personal information outwith the UK for the purposes of, for example, entering athletes into competitions, and booking travel arrangements for training camps.

Where your personal information is transferred outwith the UK, we will provide you with information regarding the safeguards we have put in place with the recipient country to protect your personal information.

8. How long we keep your personal information

We will only keep your personal information for as long as necessary to provide you with membership services.

Unless you ask us not to, we will review and possibly delete your personal information where you have not renewed your membership with us for three years.

We will keep certain personal information of members for longer in order to confirm your identity, when you were a member of South Ayrshire Swim Team and for how long. We need to do this in the event of a claim against South Ayrshire Swim Team.

We have a data retention policy that sets out the periods for retaining and reviewing all information that we hold. This sets out different retention periods and you can request a copy by contacting us.

9. Your rights

You have rights in relation to your personal information:

- You have a right to request access to the personal information that we hold about you by making a 'subject access request'
- If you believe that any of your personal information is inaccurate or incomplete, you have a right to request that we correct or complete your personal information
- You have a right to request that we restrict the processing of your personal information for specific purposes
- If you wish us to delete your personal information, you may request that we do so

You can exercise any of these rights by writing to us. Any requests received by South Ayrshire Swim Team will be considered under applicable data protection legislation. If you remain dissatisfied, you have a right to raise a complaint with the Information Commissioner's Office.