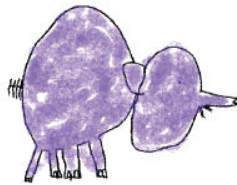


ELC Purple Elephant Parent Handbook 2026-27

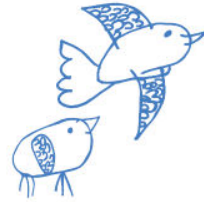
ELC INTERNATIONAL SCHOOLS
BANGKOK



the city school



the purple
elephant



the dove center

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1. ELC GUIDING STATEMENTS

VISION STATEMENT: Cultivating creativity, valuing difference, empowering minds, striving to build a global community

MISSION STATEMENT:

Enriching minds through purposeful reflection, critical thinking and creativity

Learning to wonder, inquire and question through Project, expressive languages and engaging academics

Celebrating individuality, culture and diversity through the image of the child

Our community promises are our commitment to you and your child to prepare them for optimal experiences today and a toolkit for success for their future.

Community promises - what we can deliver to our children, educators and parents



2. PHILOSOPHY

The ELC International Schools Bangkok are inspired by the Reggio Emilia Approach to Education.

This approach is committed to creating the conditions for learning that will enhance and facilitate each child's construction of their powers of thinking through the synthesis of all the expressive, communicative and cognitive languages. We maintain that every child is born with many languages of life, and that these languages are interactive by nature. The process of learning in each discipline is enhanced not only by using the language specific to the discipline but also by using many other languages, from other disciplines. We believe that every child is equipped with the exploratory and perceptive abilities to organize information and sensations and to seek out exchange and reciprocity. Our 'Image of the Child' as competent, powerful, and full of potential is one of the main pillars of our philosophy.

Our core belief centres on relationships between children and between the child, the educators, and the parents. Through ongoing communication and documentation, the children see themselves as part of an interactive world where they work together with their parents and teachers to build a rich and meaningful community of inquiry. Relationships are strengthened through the collaborative process. Parents take on a new and more involved approach to their children's school experiences and children see their parents at ease within the school, completely aware of everything that is happening in their daily lives.

Documentation is also an integral component of our philosophy. Documentation facilitates reflection, questioning, hypothesizing and the opening of dialogue, not only between children and their teachers but for parents as well. Through documentation, learning is made visible.

While each child is valued for their individuality, deeper understanding and learning develop within a social context, and to this end, the school environment fosters interaction among small groups of children. Within this framework, the child becomes the listener and the narrator, the critic and the advocate, the leader and the follower, the teacher and the learner, regardless of whether the task at hand is individual or collaborative in nature. Active listening is inspired through intellectual curiosity, empathy and introspection. We define listening as an active verb, which involves giving an interpretation, giving meaning to the message and value to those who offer it.

At the ELC, we believe that the creation of a beautiful physical environment supports teaching and learning and to this end, the environment takes on a highly significant role. A rich environment becomes more than a place; it can be a message regarding values and the importance of relationships in learning and in so being, becomes the third teacher.

In accordance with the United Nations Convention on the Rights of the Child (UNCRC), ELC adheres to the articles set forth by the UNCRC, including:

- Art. 3 - the best interests of the child shall be a primary consideration
- Art 12 - the right of the child to express their views freely in all matters affecting the child
- Art 13 - the right to freedom of expression; this right shall include freedom to seek, receive and impart information and ideas of all kinds, regardless of frontiers, either orally, in writing or in print, in the form of art, or through any other media of the child's choice.
- Art 28 & 29 - the right to education, and development of the child's personality, talents and mental and physical abilities to their fullest potential
- Art 31 - the right to play, cultural life and the Arts.

In a world of rapid change, and where cultural, political, economic and social upheaval challenge traditional ways of life, education is paramount in promoting social cohesion and peaceful coexistence. ELC students can make an important and meaningful contribution to sustainable and tolerant societies.

2.1 High Quality Learning

At ELC we believe that High Quality Learning is a joyful, collective journey from different starting points which creates agency, respects the cultures, rights and wellbeing of children and leads to impactful citizens who shape the futures of their local and global communities. The process of learning is valued as children set goals, develop a growth mindset, inquire, think critically and creatively, reflect and engage in meta-cognition and innovation.

3. OBJECTIVES

Through our philosophy and 'The Image of the Child' as competent, powerful and full of potential, ELC will endeavour to:

- Provide an intellectually stimulating and challenging learning environment that encourages mental growth, free communication of ideas and skills and the search for truth and knowledge through creativity and exploration.
- Provide an environment where children will be able to co-construct together and be challenged to reach their full potential.
- Provide an environment that will respect the individuality of children and develop an awareness of the value of working together in groups.
- Provide documentation for children, teachers and parents to make learning visible and enable all to understand the different languages the children use to express their theories and their understanding of the world.
- Develop and nurture in each child an appreciation for and an understanding of cultural, social, scientific and aesthetic ideas through 'The one hundred languages'. Thus, reinforcing core ethical values by emphasizing personal and social responsibility.
- Provide a learning community built on a range of model relationships between children, teachers and parents, whereby the children come to view the world as an interactive, multicultural place. Children see people truly helping one another. To further develop this culture, projects develop where children, teachers and parents work in harmony to sustain this objective with respect to the identity of each child.
- Encourage children to think logically, critically and independently in order to become responsible participants in society.
- Present communication is a two-way process, where speaking and listening are equally active.
- Provide opportunities for children to understand, appreciate and develop sensitivity for all cultures, genders, ethnicities and abilities.
- Provide an education that leads to global awareness and motivation to be part of long-lasting social change and global action with a focus on environmentalism and sustainability
- Build respect and understanding for different cultures through co-construction and interconnection which results in a community where we change and grow together, creating new shared values.
- Provide a nurturing environment where 'Children with Additional Needs'* are valued and respected for their contribution to the school community.
- Provide an aesthetically beautiful environment that evokes a sense of wonder and is a place for discovery and exploration, thereby becoming the 'third' teacher.

*Additional Needs' refers to children along the spectrum of learning differences and includes diversity and/or exceptionalities.

4. STUDENT BEHAVIOUR POLICY AND PROCEDURE

ELC places a strong emphasis on the social and emotional development of each child. We hold a core belief in the image of the child as a positive, competent, and responsible person. Alongside this positive image of the child, is the premise that respect must underlie all interactions.

Children are expected to be respectful of self, others (peers and adults) and the environment. Children will be treated with respect at all times by peers and adults in the school. Communication with children is conducted in a calm and neutral tone as per our Responsive Classroom program, and avoid shaming and punitive measures that do not improve behavioural choices.

All behaviour expectations are based on:

Respect of:

- self
- others
- the environment

Behaviour management shall be carried out through intrinsic motivators and positive reinforcement of desired behaviour. Extrinsic motivation is to be used for specific behaviours only in the short term, generally for a maximum of three weeks.

Children are encouraged to:

- Stop
- Think
- Make it right

Logical consequences flow from the way children behave and the choices that they make. Conflicts between children must be resolved through collaboration between the parties involved, with adult mediation. The safety and wellbeing of each child must be attended to in the first instance. Any child causing 'hurt', physical or emotional, to another child must take responsibility for their actions in an age-appropriate range. This responsibility includes socially acceptable courtesies such as an apology, and also taking action to remedy the 'hurt'; shaking hands, written message, or engaging in cooperative play. Such behaviour will be reported to parents, however, anonymity of children involved will be respected unless doing so may cause further harm. Each child must be given the opportunity to develop a strategy, with adult assistance, to avoid the situation arising again. Children may begin this process by identifying the emotions involved, the causes of these emotions, and appropriate ways to express such emotions.

Inappropriate behaviour in the classroom, such as unsafe actions or use of resources, must be addressed by the adult responsible at that time. However, adults other than the teacher may refer the child to the class teacher for further action. In such instances, the child may be asked to explain and model appropriate action or use of the resource. Continued unacceptable behaviour may result in denial of use/access until appropriate behaviour is observed. A continuation of inappropriate behaviour, despite teacher intervention, will result in the child being referred to an Administrator. In such cases, the Administrator may speak with the child separately and devise strategies for use by the teacher. The classroom teacher must be kept informed of all courses of action.

Following Responsive Classroom guidelines, children who are distracting others due to inappropriate behaviour may be asked to move to a more convenient seat to aid their attentiveness. This must be within unrestricted sight and earshot of classmates, and should not be regarded as a punishment but rather for the advantage of all children.

Parents are to be informed of any action taken with their child regarding behaviour management. Collaboration between family and school towards the effective and timely resolution of issues is expected and is a condition of enrolment. Intransigent issues that are not able to be resolved in a timely manner may result in refusal to re-enroll in subsequent academic years to protect the safety and learning of the community. The school reserves the right to suspend or expel children if they are deemed by the Centre Head or Acting Centre Head to be creating an ongoing, or acute or

serious safety or learning issue. The school has a duty of care to prevent foreseeable incidents by providing safe premises and adequate supervision. The school will take any actions necessary to maintain its duty of care to the community including detention, suspension and expulsion of students and temporary or permanent bans from campus of parents, caregivers or students deemed by the school to be at risk of creating a foreseeable safety issue. The school will act in accordance with the Staff and Parent Handbooks, any Enrolment and Fee documents, and the Safeguarding and Child Protection Policy, the Challenging Behaviour Policy and any related school, accreditation or government policies deemed relevant for the safe operations of the school, its community and its campuses. The school reserves the right to search property where there is a reasonable belief that banned items or substances may have been brought onto our campuses. Enrolment and re-enrollment each year is at the discretion of the school.

Humiliation, aggression, verbal confrontations or any other form of abusive behaviour is not acceptable in any circumstance towards anyone in our community. All forms of weapons or items or substances that can cause harm are banned from campuses at all times. Physical altercations will be reported to authorities. Staff and students are entitled to work in a harmonious environment safe from harassment or injury.

Professional help may be required from psychologists, psychiatrists and other therapists as deemed beneficial to the child and to the effective resolution of issues. Parents are directed to our Safeguarding and Child Protection Policy; Designated Safeguarding Lead and Challenging Behaviour Policy.

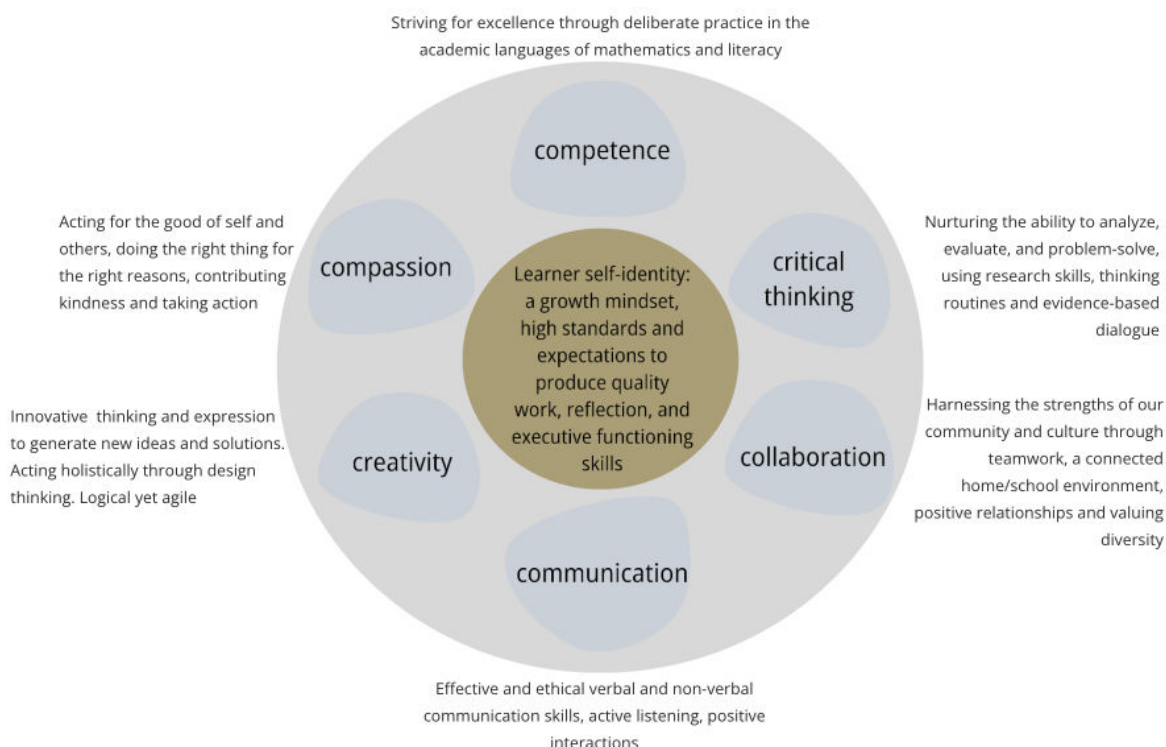
5. OUR PROGRAMME

ELC International Schools Bangkok provides five centres of excellence for the early childhood and elementary years. These centres provide programmes serving the international community. Our two Toddler Centres, *The Purple Elephant at 55* located on Sukhumvit Soi 55/8, and *The Purple Elephant at 39* located on Sukhumvit Soi 39, Soi Prommitr 2, are specially designed for children aged 18 to 36 months. The last centre to open *The Purple Elephant at #49* allows children (18 months to 36 months) to be exposed to a rich mix of cultures and communicate in English, Thai and Mandarin. *The City School* located on Sukhumvit Soi 49/4 accepts children from three years (children must be 3 years old by 31st August) until eleven years of age. *The Purple Elephant at Samakee* located on #44 Samakee Road, Nonthaburi accepts children from 18 months until five years of age.

The City School (Kindergarten to Year 6) uses the learning standards and outcomes from the Canadian Ontario Curriculum. The City School Scholar provides a framework for the acquisition of skills that children will need today and into their futures.

the city school scholar

igniting each child's full potential



A wide variety of special classes are taught by specialist teachers, some of which are offered to all levels, while others are offered to a specific grade level. These include art, music, musical instruments, library and research skills, physical education, dance (ballet & traditional Thai dancing), as well as spoken languages Thai and Mandarin.

The City School is able to offer a range of therapies for those children in need of certain accommodations through our Student Services and Well-being department. These include: Enrichment, EAL, Learning Support, Occupational Therapy, Speech and Language Therapy, Early Skills Development, Inclusive Educators, Art Therapy and Play Therapy

The Dove Center at The City School, is specifically designed to support children requiring a more specialised learning environment than the mainstream classroom can offer. This environment enables every learner to thrive, develop skills, and reach their fullest potential. At The Dove Center, we prioritise each child's best interests. Our programming is meticulously crafted to create a vibrant and nurturing learning environment uniquely tailored to children with high support needs.

This pioneering initiative seamlessly incorporates cutting-edge technology, individualised teaching methodologies, and a dedicated team of educators, learning specialists, and therapists to create a supportive and enriching educational experience.

Key features of the program include adaptive learning tools, sensory-friendly spaces, and personalised curriculum plans, designed to address each child's strengths and challenges. By fostering a collaborative approach that brings together teachers, therapists, families, and the children, we strive to cultivate a nurturing community where children can flourish, and parents are an integral part of their child's educational journey.

Our ultimate goal is to empower these high-support needs children with the confidence,

independence, and knowledge necessary for learning and personal success. Through this more intensive and comprehensive support system, we aim to help each child achieve their goals and become a well-rounded individual with essential life skills.

6. TAKING, STORING AND USING IMAGES OF CHILDREN POLICY/MOBILE PHONE & SOCIAL MEDIA USE

To ensure the safeguarding and wellbeing of our children at ELC, the campuses are an image/video-free zone. Please do not take photos or videos inside the school. Teachers document in detail the children's learning and we will continue to share their experiences with you through newsletters, project learning journeys and our Parent App across the year.

Learners are not to have personal communication or tracking devices of any kind at school. This includes, but is not limited to cell phones, laptops, tablets, smart watches & Airtags.

Parents/guardians are welcome to take photographs of (and where appropriate, film) their own children only when taking part in school events only such as a concert, subject to the following guidelines:

- Parents/guardians are asked not to live stream or take photographs of other children, except incidentally as part of a group shot during an event, without the prior agreement of that child's parents. Images that may identify other children should not be made accessible to others via the Internet (for example on Instagram), or published in any other way.
- When an event is held, parents/guardians should be mindful of the need to use their cameras and filming devices with consideration and courtesy of the performers on stage, and the comfort of others.
- Parents/guardians are reminded that it may occasionally be necessary for the school not to permit the use of cameras or filming equipment at specific events or certain school workshops.

*We ask that parents approach social media in a manner that respects the privacy of all other families (including sharing of photos or sharing of contact information). Please refrain from unsolicited messages/posts of a negative or defamatory manner. Please approach the school directly should you have any concerns you wish to discuss.

7. COMMUNICATION BETWEEN HOME AND SCHOOL

Appointments can be made through the classroom teacher or through the Centre Head if you would like to know more about the programme or wish to speak directly with a specific ELC staff member. Please refrain from interrupting a teacher while classroom instruction or learning activities are underway.

Please share with us any information about changes or difficulties that may be taking place in your child's life outside of school, so that the best possible care can be given to your child. All information given to us will be treated as confidential.

7.1 SCHEDULED MID-TERM PARENT / TEACHER CONFERENCES

In August we invite each family to our Meet and Greet meetings where you can meet your homeroom teacher and set hopes and wishes for the year ahead. We offer a settling-in parent teacher conference (PTC) as well as an end of year PTC.

7.2 Documentation Books

Children and families will receive a documentation book at the end of the child's academic year.

7.3 Information sessions

Information sessions provide an authentic opportunity for parents to share in the children's learning of both foundational skills and Project. They occur throughout the school year as coffee mornings, parent workshops and interactive sessions.

7.4 KEEPING CONTACT INFORMATION CURRENT

Please advise the ELC office immediately of any changes to contact details, including home phone number, mobile phone number, email address and alternative emergency contact information.

7.5 PARENT ABSENCE

If a child's main caregiver is going to be away from Bangkok for more than 24 hours, please inform the school via email, giving contact details and photo of the person who will be the designated guardian/carer during your absence.

7.6 ABSENCE AND REPORTING YOUR CHILD'S ABSENCE FROM SCHOOL

If your child will be absent from school, please notify your teacher or Centre Head. If there is an early departure from school, prior to any scheduled holiday or anticipated late return after a scheduled holiday please inform the class teacher or Centre Head.

7.7 LIBRARY

DAMAGED BOOKS

Payment for damaged materials will be expected when the condition of an item makes it unsuitable to be returned to the collection. Books damaged with normal wear and tear or minor damage or that can be repaired in the library will not be charged.

EXAMPLES OF NORMAL WEAR AND TEAR OR MINOR DAMAGE is to be expected as items circulate. This includes:

- Book falling from spine, loose spine, or loose pages
- Frayed edges
- Tears on spine
- Magazine back cover or insert missing
- Torn plastic covers
- Paper dust jacket torn/marked/missing
- Plastic jackets torn/marked/missing

EXAMPLES OF MAJOR DAMAGE that requires withdrawal of materials:

- Animal teeth or claw marks
- Liquid damage/stains
- Pages stuck together
- Extensive marking /comments
- Pages marked/burned/missing/ripped
- Damage rendering the item unusable

PAYMENT/INVOICES

When book(s) have been confirmed lost/damaged OR at the end of the term

The library will send an invoice for the book(s) amount. Patrons are charged the price on the catalog record plus an administration fee (see below) for each title .

The payment should then be turned in to the accounting office.

Once payment has been received, a receipt should be given to the person who is paying for the

item.

Administration fee: in addition to the book cost, patrons will be charged a 40 THB fee per book which accounts for materials used to process the book (barcodes, plastic covering, printer ink, tape etc.)

Replacement copies may be accepted by the librarian on a case by case basis.

REFUNDS

Lost books that are paid for but then found and returned within the same school year (by end of June) will be refunded. However, books returned after the time period or if a replacement copy has already been purchased by the librarian will not be refunded and may be kept by patrons.

WITHDRAWALS

Students withdrawing from school must return all books.

8. ILLNESS, MEDICATION AND INJURY - [Health and Illness Policy](#)

Approach

ELC International Schools, as a first priority, seeks to support the health and wellness of all members of our community. We do so by:

- Maintaining high levels of cleanliness in indoor and outdoor environments, including spraying for mosquitos
- Providing a rotating nurse across the 3 downtown PE campuses
- Referring children to Samitivej Hospital if required
- Promoting a childhood immunization program in line with the Ontario Government
- Isolating symptoms of infectious or transmissible illness for a period of 5 days
- Advising families of transmissible illness present in the class population when necessary

Parents must collect their child within 1 hour of being advised their child should go home.

We recommend that parents seek medical advice and a diagnosis and treatment from your Doctor as children can deteriorate quickly.

Children with infectious, transmissible or vaccine-preventable diseases will be asked to isolate at home. The request of the school must be complied with and the child returned to school when symptom-free. For colds, respiratory viruses, Hand Foot Mouth (HFM) and other diseases a time frame of 5 days will be required from the first day of symptoms to ensure the disease is not passed on to other children and to protect the most vulnerable members of our community such as pregnant mothers and those with long-term and underlying health conditions. Children can return to school when symptoms have resolved (5 days) or if symptom-free or with a Doctor's certificate that states a date of fitness to return to school

8.1 ILLNESS

A child must not attend school if they have a fever and/or diarrhea or are taking medication to control a fever and/or diarrhea. A child also cannot attend school when ill with an infectious or contagious illness, until the possibility of contagion is over. The common cold is considered contagious.

8.2 REPORTING ILLNESS

When your child is unwell and will be absent from school, please telephone the school on the morning of the absence to advise the type of sickness or email your class teacher in the morning.

If your child becomes ill during the school day, you will be contacted immediately and asked to pick up your child. The administration will arrange for the care of your child until you arrive.

8.3 MEDICAL INFORMATION

Please complete an ELC Medical Records Form (included on Veracross) for your child as soon as possible after enrollment. It is necessary to provide the school with immunization records.

It is very important that the school is made aware of any medical conditions, such as diabetes, epilepsy, asthma, or allergies, your child has that may need attention while at school. Parents must provide specific information on how to care for any such conditions affecting your child. The classroom teacher and other relevant members of staff will be given this information.

8.4 MEDICATION

Should a child need to have prescribed medication administered during school hours, arrangements must be made with the School Nurse. Medication needs to be brought directly to the office, in its original container, with a clearly written order from the doctor, including instructions from the prescribing doctor indicating the date, child's full name, what the medication is, the dosage required, the procedure and criteria for administration. The medication must not be put into the child's bag.

For medical conditions requiring medication to be taken 'only when required', such as an inhaler for asthma and Epipen for anaphylaxis, the school will provide an Action Plan to be completed by parents and the child's doctor. The medication will then be kept, along with the action plan. Pertinent information about a child's medical condition(s) is shared with staff members, when the information is necessary to keep the child and others safe.

The School Nurse may administer the following medications should the need arise: paracetamol [Tylenol] (with a phone call to parents to check the last time paracetamol was administered to the child) and electrolyte solution. Dettol cream, which is applied to broken skin to prevent infection and Urtica cream, which is applied to areas of irritation and Arnica cream for bruises and bumps. Antihistamine can be administered with the approval by the parents. Epipens for children who require this intervention by previous arrangement with their parents.

8.5 MINOR INJURIES

If your child should have a minor accident while at school, basic first aid will be administered and we will notify you of the incident. For minor cuts / grazes, the wound will be cleansed with sterilized saline solution, antiseptic cream applied, and a dressing, if deemed necessary. Minor bumps will have an ice pack applied to the area, followed by Arnica cream.

8.6 EMERGENCIES

In case of any injury requiring care beyond basic first aid, or any other medical emergency, you will be informed immediately and your child will be taken to the nearest hospital accompanied by a member of the staff. The following are the hospitals used for such emergencies:

The ELC International School/The City School, The Purple Elephant Centres: Samitivej Hospital

The PE Samakee: World Medical Centre, Chaengwattana Rd. Tel: 02 836 9999 or Mongkut Wattana Hospital Chaengwattana Rd. Tel: 02 574 5000-9

The ELC recommends that any child sustaining a head injury be examined as soon as possible, by a doctor.

8.7 VACCINATIONS

Vaccination records must be submitted to the school upon admission. ELC promotes the [Ontario schedule for childhood immunization](#). Children who are not immunized may be asked to stay home if there is an outbreak of a vaccine-preventable disease. Parents must inform the school immediately if their child has a vaccine-preventable disease (e.g. measles, chicken pox etc) to ensure we can keep our most vulnerable community members safe.

We also draw your attention to our [Emergency Operations Policy and Plan](#) with respect to infectious diseases:

Infectious Diseases

Infectious diseases are diseases caused by pathogenic microorganisms, such as bacteria, viruses, parasites or fungi; the diseases can be spread, directly or indirectly, from one person to another.

This policy covers the following:

1. Ongoing preventative measures
2. Localised cases of an infectious disease without an accessible vaccine
3. Infectious diseases with vaccines available and recommended by Health Authorities
4. National or global health emergencies

Preventative Health Measures

ELC is committed to providing a healthy school environment. We will support the personal hygiene routines of all by:

- Educating children on personal hygiene standards and practices through our PE&H curriculum. This includes hand washing practices and respiratory hygiene/cough etiquette:
 1. [Washing hands thoroughly](#)
 2. Covering the mouth and nose with the elbow pit when coughing or sneezing
 3. Using tissues and disposing of them appropriately
 4. Attending to hand hygiene immediately after coughing, sneezing or blowing nose.
- Providing hand hygiene facilities such as hand sanitizing equipment across each campus and promoting thorough hand washing.

Infectious Diseases with and without Vaccines

ELC will respond to common illness by:

- Staff and children with cold or flu-like symptoms, vomiting or diarrhea are encouraged to limit contact with others, seek medical attention, and must stay at home until symptom- and medication-free for 24 hours.
- If a child becomes ill at school with these symptoms, The Purple Elephant will contact the family and arrange for the collection of the child within 1 hour. The child will remain in isolation until collected.
- The Centre Head will inform families via email of outbreaks in adults and/or children of a class and their co-class of:
 - 1 case of: herpangina, hand foot and mouth, impetigo, lice, and COVID-19 as well as Chicken Pox, Measles and ALL other vaccine-preventable diseases as per the [Ontario immunization schedule](#)
 - 2 or more cases of Norovirus, gastroenteritis symptoms within a 48h window

- 3 or more cases, within 7 consecutive days of: influenza, shingles, Scarlet Fever [scarlatina], Molluscum Contagiosum, dengue fever, malaria, RSV or any other diagnosed virus at the discretion of the Head of School
- Medical certificates are requested for any of the above infectious diseases. The person must remain at home for five days *or* have a medical certificate stating an earlier date that they may return to school.

Vaccine Preventable Diseases

ELC recommends vaccinating children in line with the [Ontario vaccination schedule](#).

Ontario's Publicly Funded Immunization Schedule

Vaccine														
Age at Vaccination	Diphtheria	Tetanus	Pertussis	Polio	Haemophilus B (Hib)	Pneumococcal-C-13	Rotavirus	Measles	Mumps	Rubella	Varicella (Chickenpox)	Meningococcal-C	Meningococcal-ACYW	Hepatitis B
2 months	✓	✓	✓	✓	✓	✓	✓							
4 months	✓	✓	✓	✓	✓	✓	✓							
6 months	✓	✓	✓	✓	✓		✓							
1 year					✓			✓	✓	✓	✓			
15 months											✓			
18 months	✓	✓	✓	✓	✓									
4-6 years	✓	✓	✓	✓				✓	✓	✓	✓			
Grade 7												✓	✓	✓
14-16 years	✓	✓	✓											
Every autumn														✓

Boxes filled with the same colour are given as one needle.
Rotavirus vaccine is given by mouth; 2 or 3 doses.

ELC will promote immunisation programmes and record the immunisation status of each student. In order to do this we will:

- Request that parents provide ELC with an Immunisation History Statement for their child
- Maintain records of all Immunisation History Statements
- Maintain a record of children who are not immunized in case of outbreaks

ELC will not allow a child to attend school if:

- We have been informed that the child has contracted an infectious disease that requires exclusion, as per the immunization schedule above
- We have been informed that a child is a close contact of a person who has contracted an vaccine preventable disease
- They have not been immunised against a vaccine preventable disease and there is cases reported at the school.

ELC recommends a vaccination schedule for Faculty and staff in line with the [Ontario schedule](#)

Vaccine to Protect Against Diseases	Recommendations for Staff and Documentation Required *
Hepatitis B vaccine Persons with hepatitis B may not show symptoms but can spread the virus through body fluids. For personal protection, all staff should be vaccinated.	Documented 2-4 dose series (as a child or adult) or Proof of Immunity <i>Some may have received this vaccine in infancy, or as a combination vaccine for travel – e.g., Twinrix®</i>
Measles, Mumps, Rubella (MMR) vaccine Measles is very contagious and can spread through the air even after the infectious person has left the room.	Documented 2 doses or Proof of immunity (if born in 1969 or earlier or blood tests)
Diphtheria, Tetanus, Pertussis (Tdap) vaccine Tetanus is naturally occurring in the soil. Pertussis, also called the "100 day cough" is very dangerous to young infants.	Documented one dose of Tdap as an adult then Td vaccine booster every 10 years.
Varicella (chickenpox) vaccine Chickenpox can spread through the air, days before the rash is present. It can lead to severe complications.	Documented 2 doses given at least 6 weeks apart or Proof of immunity (self-reported history of chickenpox or a blood test)
Vaccine	Strongly Encouraged for Staff
Seasonal Influenza vaccine Staff working with children under 5 years of age are strongly encouraged to receive this vaccine each year.	Annual vaccination No documentation required

*Or a valid exemption (see below)

Global Health Emergencies

During National or Global Health Emergencies, epidemics or pandemics ELC will adhere to the Directives of the Ministry of Education, the Office of the Private Education Commission, The Ministry of Public Health, the Department for Disease Control and ISAT.

Primary responsibility for the prevention and control of infectious diseases lies with individuals, families and public health authorities. ELC will NOT provide expert advice or treat students, which is the role of medical practitioners and health authorities. ELC will promote prevention measures to staff and families as defined by the WHO and the Thai Ministry of Public Health.

During National or Global Health Emergencies, ELC will:

- Measure the temperature of all people accessing ELC campuses. People with a temperature of over 37.5 will not be admitted to campus
- Provide hand sanitizing options across the campus
- Ensure that unwell children do not attend school. If we identify a person on campus with the potential for carrying an infectious disease they will remain with the Nurse in an isolation room until collected or be sent home as soon as possible
- To the extent possible, track and support all members of the community who are impacted by ministerial directives
- Require a medical certificate stating an explicit diagnosis and fitness to return to work/school before admitting anyone who has been ill to return to school
- Close if instructed to do so by the Ministry of Education. Home learning programmes will be deployed if the school has been directed to close.

Ministerial Directives will be communicated via SMS and email to all stakeholders, and in addition internally to staff via the Daily Bulletin. Where communication has been deemed necessary, ELC will give consideration as to what should be communicated to the school community. It should:

- Maintain confidentiality of all individuals
- Be fact based and reflect the wording of Directives explicitly
- Be written in a way not to cause alarm
- Inform parents and guardians that a school community member/s has been diagnosed with an infectious disease, while maintaining the privacy of the individual
- Name the condition
- Suggest that they seek medical advice regarding their child's health if they have concerns or symptoms
- Communicate quarantine and closure requirements with dates if known

9.1 EXTENDED HOURS PROGRAMME

ELC offers the children enrolled in our Toddler classes the opportunity to spend additional time at school everyday; The Extended Hours programme. Children may join the programme at anytime during the school year. This programme is an extension of the activities offered in the morning programme, and is taught in Mandarin and in English.

The Extended Hours Programme is offered from 13:00 noon until 14:00.

9.2 AUTHORIZATION CARD & LANYARD

In the interest of the safety of your child:

- We ask that you introduce a new maid/driver to your child's classroom teacher. If a maid/driver is no longer in your service, or someone is no longer authorized to collect your child, it is vital that you notify the classroom teacher immediately and return the lanyard of that person.
- All adults authorized to pick up a child will be given a lanyard with photo identification on it, please ensure that lanyard is worn at all times while on school property. You may be denied access to campus if you do not have a lanyard or supporting photo identification.
- Unless otherwise arranged, children will not be released to any person other than their parents and those specified. When your child's departure routine changes, please inform the teacher in writing as to the changed supervision and transport arrangements.
- If sending an unauthorized person to pick up your child in an emergency situation, you must telephone the office to inform them of the situation and give details of the person who will collect your child with a photo.

9.3 SPECIAL OCCASIONS

During the school year there will be events taking place to which you are invited to attend, details of which will be provided near the time of the event.

9.4 CLOSED CAMPUS POLICY

To ensure the safety of all members of our community ELC International Schools Bangkok operate a closed campus policy. Admission for anyone to campus is always at the discretion of the school. The school retains the right to ban anyone from campus if we have a belief that they may compromise the harmonious and safe functioning of the schools in any way or create any issues that may need the attention of our staff or security team. We reserve the right to escort anyone from campus who is not complying with our culture of care, creating a confrontation or engaging or threatening to engage in unsafe behaviours and may be putting others at risk or perceived risk.

10. CLOTHING and DRESS CODE

Recognising the value of each child's individuality, ELC is non-uniformed. However, the following guidelines and expectations are in place.

Clothing

Maintaining appropriate appearance during school hours and at official school functions is the responsibility of the parents and the children. Children are asked to wear comfortable well-fitting casual clothing. Paint or other materials may get on clothing, so expensive and so-called 'special' clothes, are discouraged due to the risk of possible staining. Themed fancy dress outfits (such as, princess or superhero costumes) are for home use only and should not be worn to school.

Inappropriate clothing for school or clothing that is disruptive to the educational environment includes, but is not limited to:

- excessively tight or baggy clothing
- disrespectful slogans and pictures on clothing
- heels on children's shoes

Children must have two extra sets of clothes (including underwear)

Footwear

For safety reasons, children must wear well-fitting shoes for school. Shoes that are too big are discouraged. Backless shoes should not be worn during outdoor play.

No shoes or socks (unless with sole grips) are worn by children in classrooms. Exceptions can be made for medical/orthopedic reasons, in which case the classroom teacher must be informed.

Jewellery

Any accessories, such as necklaces, earrings, bracelets should be simple and safe. Expensive items should never be worn nor brought to school.

11. MEAL TIMES

Snacks and lunch are provided at all the Purple Elephant centres.

ELC has a strong belief in the value of a balanced diet that provides children with nutrition to support focus and sustain energy throughout their school day.

The Purple Elephant provides a balanced and healthy snack and lunch for the whole school community. This food is vegetarian and nut-free.

- An alternative snack must be provided by parents for children with medically diagnosed reasons, such as intolerance to gluten, dairy, egg or other specific foods. In these situations, the 'substitute' snack provided by parents must be healthy and nut free.
- Should your child have dietary restrictions that will impact on them when 'birthday' food is being shared, please speak with your child's teacher and arrange to provide an alternative food for your child, on these occasions. For ease, an alternative food choice that can be stored in school would be a sensible option.
- Candies / sweets must NOT be brought into school; this includes times after-school, when children are using the playground and campus facilities. An exception to this would be any child that requires a 'sugar' snack, for medical reasons.

Each child is asked to have a reusable water bottle clearly labeled with their name to use for drinking water throughout the day.

12. TOYS

Children cannot bring toys from home unless requested by the classroom teacher for a special purpose. At no time, including for morning meeting share, should a child have toy guns, swords or knives or any other toy that implies violence.

13. BIRTHDAYS

At ELC we recognize that many families wish to celebrate their child's birthday by providing some form of special treat. Healthy options, such as fruit kebabs are preferred; small cup-cakes are a possibility. Individual portion items are requested. Please be mindful that any celebration should not be disruptive to the daily proceedings of the class; food should be served as a snack or at lunchtime, and involve all members of the class. Do discuss with your child's teacher, a week prior to this special occasion, the best way to celebrate and to ensure that all allergies or dietary requirements for the class have been taken into consideration.

Balloons must not be brought to school for birthdays or any other occasion.

In the interest of being considerate and fair to all the children in terms of feeling included, it is asked that invitations to parties at home are only to be given out if every child in the class is being invited.

Please speak to your classroom teacher if you would prefer your child not to be involved in any birthday celebration.

14. VISITORS

Babies are welcome to accompany their parents to either school, when dropping off or collecting siblings. However, they are the responsibility of the parents, who must keep them in sight at all times. Babies must not be left unaccompanied.

15. VISITING EX-ELC STUDENTS (GRADUATED OR HAVING MOVED SCHOOLS) and VISITING FAMILY MEMBERS

ELC is a special place for the children to return to and spend time with their previous classmates, visit their old classroom and to see their teachers. It is possible to arrange for your child to visit. Should your child wish to meet with previous teachers, please email the office so that the teachers know of your visit, in advance. This will avoid any disappointment.

16. SMOKING

ELC schools are No Smoking campuses. This includes car parks and adjacent areas. We ask that parents ensure that drivers are informed of this.

17. EMERGENCY POLICY AND PLAN AND EVACUATION OF SCHOOL

Safety is at the forefront of all decisions and practices at ELC. Each year, planned fire drills are carried out with recorded outcomes and feedback from relevant personnel. A fire logbook is provided and maintained. All fire safety equipment and devices are provided and suitably maintained.

Full and detailed evacuation procedures are outlined in the School's [Emergency Operations Policy and Plan](#).

18. LIGHTNING PROCEDURE

To provide safety for all children and adults, ELC adopts the 30-30 guidelines:

30 seconds: Count the seconds between seeing lightning and hearing thunder. If this time is less than 30 seconds, lightning is still a potential threat. All children and adults must go indoors or seek shelter in covered areas. The lightning procedure is included in the Emergency Operations Policy and Plan linked above.

19. REDUCTION IN AIR QUALITY PROCEDURE

At ELC the air quality is measured continuously by an air quality monitor which can be viewed in real time. Should the AQI go above 'orange' or 100, the Air Quality Plan will be put into motion (indoor PE times and playtime). All classrooms at ELC have air purifiers or ducted clean air.

20. SCHOOL CLOSURE DUE TO UNEXPECTED CIRCUMSTANCES

In the event that the school is closed due to flooding, electricity failure or other circumstances beyond our control, you will be informed by email and SMS. Should school be closed for more than three days, the days will be made up on days when children had not previously been expected to attend, such as inservice days.

In case of closure during the school day, children will remain in their class until it is safe to be picked up, and are picked up by the authorized person, as stated on the authorization card (please ensure that your authorization card is up to date) and in possession of a lanyard. It is important to phone the school if the authorized person is unable to pick up the student, and another designated person will assume this duty. Staff will remain at school until all children are picked up. School will resume the following day unless you are further advised that the school will remain closed for a second day.

There are three possible scenarios in case of early closure during the day due to an emergency situation

Scenario 1. PRECAUTIONARY CLOSURE: Risk of imminent scenario in this area of Bangkok affecting safety and/or travel.

message to parents 1a:

PRECAUTIONARY CLOSURE - ELC recommends you pick up your child[ren]. Call if further information required.

message to parents 1b:

PRECAUTIONARY CLOSURE - ELC recommends you pick up your child[ren]. Call if further information required.

Scenario 2. IMMEDIATE CLOSURE: Closure due to directive from authorities as there is a risk of imminent scenario in close vicinity of school.

message to parents:

IMMEDIATE CLOSURE - ELC requests that you pick up your child[ren] IMMEDIATELY. Call if further information required.

Scenario 3. EXCEPTIONAL CIRCUMSTANCES High risk to travel in immediate area.

message to parents:

EXCEPTIONAL CIRCUMSTANCES – ELC recommends that you do not pick up your child[ren] until advised by further SMS from ELC. Call if further information required.

In such an extreme case that leaving school would put the children in jeopardy, the decision will be taken by the administrators to have the children remain at school until the situation on the streets surrounding ELC is regarded as safe for their departure. Parents would then be notified that it is safe to pick up their child[ren].

Evening and Weekend Notification of Closure: If the decision is made during the evening or over a weekend to close ELC, then the Parent app will be used to inform all parents.

Scenario 4: EMERGENCY CLOSURE announced outside school hours

If the decision is made during the evening or over a weekend to close ELC, then:

Admin will notify parents and staff.

Message given will be one of the following:

- i) ELC closed until further notice due to government directive regarding current situation in Bangkok.
- ii) ELC closed until further notice due to (*state why* eg; excessive flooding/toxic fumes/fire), in ELC's immediate area.

Scenario 5: Emergency closure announced during school hours

SMS will be activated to parents

ELC closed due to high risk in ELC's immediate area due (*state why* eg; excessive flooding/toxic fumes/fire).

27. ADMISSIONS

All families applying to ELC are asked to provide the school with copies of school reports from previous schools, copies of passports and visas/work permits for parents and child, and immunization records (Thai families are asked to provide Thai ID and House Registration Card). Enrolment and re-enrolment at ELC is at the discretion of the school.

28. LEAVING ELC

If your child will no longer be attending the centre/ school, you are asked to inform the administration, in writing, as soon as possible by filling out a withdrawal form (available in the office).

If a future school requires reference documents to be completed and sent to them, please allow The ELC International School Family of Schools one week to complete the required documentation. References are sent directly between the schools and remain confidential. ELC does not provide open letters of reference unless specifically requested by the new school directly.

Families must return all lanyards upon departure.

If parents require a letter for visa application or tax purposes, it is requested that two days notice is given to prepare the letter.

29. CONTACT

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30. CULTURE OF CARE

Parents and carers are reminded that in setting an example of care and respect for children we do not tolerate any form of verbal or physical attacks on our staff or other families. Parents and carers commit to following the instructions of our staff at all times.

In the case of any dispute or disagreement with the school or between families, parents are required to communicate their concerns solely with the school Administration team and refrain from contacting any other families directly about the issue. The school will investigate all issues based on verifiable evidence and arrive at a conclusion. Parents commit to abide by the findings of the school which are final.

Incidents of verbal, online or physical attacks of any type are taken extremely seriously by the school. We have a zero tolerance policy as we believe that all members of our community should feel safe.

Parents and carers are reminded that before and after school children must be supervised by their own family or carers as our staff are not on duty at these times. Any instances of inadequate supervision, as determined by the staff, may result in the school asking the family to leave campus or be banned from staying on campus before or after school hours. This is to ensure the safety of the community and the children. We define supervision as eyes on children at all times and for children 0-5 years of age hands reach as well.

If deemed necessary the school can take action at its discretion including banning individuals from campus to ensure that we have a safe environment and model positive behaviours for our children at all times.

For safeguarding purposes every adult on campus must be readily identified at all times. Therefore all parents, carers, visitors and staff must wear a lanyard on campus. Those without a lanyard must have pre-filled out our visitor access form (also available by QR at the front gate) and have a staff member collect them from the gate before they are allowed to enter.

31. FEE POLICY

Please contact the Admissions department should you wish to view this policy in its entirety.

32. DATA PROTECTION POLICY

Introduction

At ELC International Schools, we acknowledge the importance of data protection and recognise that individuals have rights in respect of the Personal Data we handle.

During the course of our business activities, we will collect, store and process personal data. We will endeavour to treat this data in accordance with legal safeguards and in a manner consistent with the high standards individuals have come to expect from our organisation.

All our staff members are required to comply with this Data Protection Policy when processing Personal Data as part of their role. Failure to comply with this policy may lead to disciplinary action.

The Administration Team is responsible for ensuring compliance with this policy in their respective areas of responsibility.

This policy is overseen by the Administration Team.

Scope

This Data Protection Policy applies in respect of all the Personal Data we process about our current, past and prospective students (and their parents/carers), our current and past staff members, our suppliers and any third parties we communicate with.

This policy sets out how we will process Personal Data. The following policies are also relevant for this purpose:

- Incident Management Policy
- Information Rights Policy
- Our General Privacy Notice
- Retention Schedule / Policy
- CCTV Policy
- Roles and Responsibilities Policy

Data Protection Terms

For the purposes of this policy, the following terms apply:-

Data Controller means the organisation which determines the purposes for processing Personal Data and the manner in which that processing will be carried out. In most cases, the school will be the Data Controller of the Personal Data it collects and uses as part of its business activities.

Data Processor means the organisation or person that processes Personal Data on our behalf and in accordance with our instructions, such as suppliers and contractors. Our staff members are not Data Processors.

Data subjects are all individuals about whom we hold Personal Data.

Personal Data means any information relating to an individual who can be identified from that information or from any other information we may hold. Personal Data can include names, identification numbers, addresses (including IP addresses), dates of birth, financial or salary details, education background, job titles and images. It can also include an opinion about an individual, their actions or their behaviour. Personal Data may be held on paper, in a computer or any other media whether it is owned by the organisation or a personal device.

Processing means any activity which is performed on Personal Data or Special Category Data. It includes the collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, restriction, erasure or destruction of data.

Special Categories of Personal Data are more sensitive, and include information revealing an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs or trade union membership. It will also include data concerning health (physical and/or mental health), data concerning a person's sex life or sexual orientation, and genetic and biometric information where that data is used to uniquely identify a person. We will also treat data relating to criminal convictions or related proceedings in the same way as special categories of data.

Data Protection Principles

ELC International Schools are responsible for and must be able to demonstrate that Personal Data is being processed in accordance with the principles of the PDPA. This is known as the duty of accountability (see below).

The principles of data protection are:

Principle One - Lawfulness, Fairness & Transparency

Personal Data must be processed Lawfully, fairly and in a transparent manner.

In order to comply with this principle, we will ensure that we only process Personal Data where we are lawfully permitted to do so. We will be open and honest with individuals about the data we collect, why we use it, and which lawful basis justifies that use. We will do this via privacy notices, whether or not we collect information directly from the individuals concerned.

In addition, for each processing activity that we undertake, we will consider how that processing affects the individuals concerned.

In order to process data lawfully, we will ensure that at least one of the following lawful basis applies:

- The Data Subject has provided consent. This consent will be a freely given, specific, informed and clear indication of the individual's wishes.
- The processing is necessary for the performance of a contract with the Data Subjects such as the provision of education for a student under the parental contract).
- The processing is necessary for us to comply with a legal obligation (not a contractual obligation).
- Processing the data is necessary to protect an individual's vital interests (life or death), such as the management of a medical emergency.
- Processing is necessary to carry out a task in the public interest or where there is a clear basis in law.
- The processing is necessary for our legitimate interests, or those of a third party, so long as those interests are not overridden by the interests, rights or freedoms of the Data Subject.

Principle Two - Purpose Limitation

Personal Data should be collected for specified, explicit and legitimate purposes and not further processed in a manner incompatible with those purposes.

In order to comply with this principle we will only process Personal Data for the specific lawful purposes set out in our Record of Processing Activity and Privacy Notices, unless we are specifically permitted to process the data by law..

Principle Three - Data minimisation

Personal Data shall be adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.

In order to comply with this principle, the data we collect will be sufficient to fulfil the purpose of collection (adequate), there will be a rational link between that data and the purpose (relevant) and we will only collect the Personal Data we need to fulfil the specific purpose we have collected the data for.

Principle Four - Accuracy

Personal Data shall be accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that Personal Data that is inaccurate, having regard to the purposes for which they are processed, is erased or rectified without delay.

In order to comply with this principle, we will ensure that all Personal Data is kept up to date and is accurate. We have appropriate processes in place to check the accuracy of the data we collect and the sources of data are always recorded. We will also comply with an individual's right to rectification (see below) and we will carefully consider any challenges to the accuracy of the Personal Data.

Principle Five - Storage limitation

Personal Data shall be kept in a form which permits identification of Data Subjects for no longer than is necessary for the purposes for which the Personal Data are processed;

In order to comply with this principle, we will only keep Personal Data for as long as we need it and we will take all reasonable steps to destroy or erase all data which is no longer required. Personal Data will be kept

in accordance with our Retention Policy to ensure that data is not kept any longer than necessary and we will ensure that individuals understand the duration for which their Personal Data will be held.

Principle Six - Integrity and confidentiality

Personal Data shall be processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures

In order to comply with this principle, we will ensure that we have appropriate organisational and technical measures in place to safeguard the security of the Personal Data we process. This includes ensuring the confidentiality, integrity and availability of the systems and services used to process the Personal Data.

Data Security

We will ensure that we have appropriate security measures in place to protect Personal Data against unlawful or unauthorised processing, and accidental loss or destruction.

In accordance with Principle 6 (Integrity and Confidentiality, above):

- We will ensure the confidentiality of Personal Data by protecting it against unintentional, unlawful or unauthorised access, disclosure or theft.
- We will ensure the integrity of Personal Data by maintaining its accuracy and protecting it against accidental or unlawful alteration.
- We will ensure the availability of Personal Data by regularly testing, assessing and evaluating the effectiveness of our technical and organisational measures to ensure our systems and services can be restored and accessed in a timely manner in the event of a physical or technical incident.

Our security measures include:

- Keeping Personal Data in paper records or on removable devices in lockable rooms, desks or cupboards and disposing of these records securely when required.
- Keeping digital Personal Data in line with our agreed policies.
- Ensuring staff members only share Personal Data they use in the course of their work with authorised personnel.
- Maintaining up to date firewalls and other IT security measures, with regular audits of our IT systems.
- Training staff on the importance of data protection and safe handling of personal data.
- Regularly auditing our governance and information management processes.

Notifying Data Subjects

Where we collect Personal Data directly from individuals or via a third party source, we will inform those individuals about the use of their data through our Privacy Notices, which will include the following details:

- The name and address of our school, as the Data Controller.
- The name and contact details of our Data Protection Officer or Data Protection Lead.
- The categories of Personal Data we are processing.
- The purpose or purposes we intend to use the Personal Data for.
- The legal basis for processing that Personal Data (and, where Special Categories of Personal Data are being processed, the additional processing condition allowing this).
- The recipients of any Personal Data we share or disclose.
- Details of any transfers to other countries and what safeguards are in place.
- The length of time we will retain the Personal Data for.
- The rights Data Subjects have to access their data, or limit its use or disclosure.
- The right of Data Subjects to complain to the Regulatory Authority about our use of their Personal Data.
- The source of the Personal Data (where we receive it from a third party).

- The existence of any automated decision making (including profiling).

Data Subject Rights

We recognise that Data Subjects have a number of rights regarding our use of their Personal Data, some of which are subject to conditions. All requests will be dealt with by our Data Protection Officer or our Data Protection Lead in accordance with our Information Rights Policy.

Right of access (commonly referred to as a subject access request)

This gives individuals the right to ask us about the Personal Data we use about them. This can include what we use it for, who we share it with, how long we store it and where we have obtained it from. Individuals can also ask for a copy of their personal data.

Right to rectification

This gives individuals the right to ask for inaccurate Personal Data to be corrected or for incomplete Personal Data to be completed.

Right to erasure ('right to be forgotten')

This gives individuals the right to ask for their Personal Data to be erased but the obligation for us to erase Personal Data only applies in certain circumstances.

Right to object

This gives individuals the right to ask us not to use their Personal Data. This will include the use of their data for direct marketing, or where automated decisions have been made about them.

Rights in relation to automated individual decision-making, including profiling

This gives individuals the right to object to decisions being made about them solely by automated means (without any human involvement) and to profiling (where automated processing is used to evaluate certain things about the individual).

If we are unable to comply with a request then we will clearly inform Data Subjects about the reasons why.

Sharing and Transferring Personal Data

We will only transfer Personal Data to a Data Processor where they have provided us with sufficient guarantees that they will protect the data in compliance with data protection legislation and in line with our expectations. We will also ensure that these requirements are governed by contract or other legally binding agreement.

The School will provide information to each pupil/parent (which can include relevant personal data of the respective parent and/or child) as necessary to facilitate school operations.

We will also enter into Data Sharing Agreements with other Data Controllers, where this is considered appropriate.

Data Retention and Disposal

We do not encourage the retention of any Personal Data for any longer than necessary, in accordance with Principle 5 (Storage Limitation, above). We will ensure that all Personal and Special Category Data is disposed of in a way that protects the privacy of Data Subjects.

We will retain a Retention Schedule that details the specific types of information we handle and the appropriate periods for retention.

Dealing with Data Protection Incidents

We will manage data protection incidents in accordance with the process set out in our Incident Management Policy. As part of this process, we require all our staff members to follow specific guidelines on reporting data incidents, including completing a data incident form which we will investigate and log.

Data Protection Impact Assessments

We will carry out a Data Protection Impact Assessment when the processing of Personal Data is likely to result in a high risk to the rights and freedoms of individuals. This process is designed to identify the nature of the risks so that mitigating actions can be taken to reduce or eliminate these risks.

We have a process in place for our staff members to follow which includes guidance about when a Data Protection Impact Assessment is required.

Use of CCTV

We use CCTV in accordance with our CCTV Policy to ensure any images we collect and use are handled appropriately.