



MASTER CRAFTERS NETWORK HUB C.I.C

WEBSITE & OPERATIONAL POLICY PACK

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1. SAFEGUARDING & CHILD PROTECTION POLICY

MASTER CRAFTERS NETWORK HUB C.I.C

Safeguarding Statement

MASTER CRAFTERS NETWORK HUB C.I.C is committed to safeguarding and promoting the welfare, wellbeing and development of all children, young people and vulnerable individuals engaging with our services.

We recognise that safeguarding is not limited to physical protection alone. Modern safeguarding also includes emotional wellbeing, digital safety, psychological safety, identity development and protection from harmful influence both online and offline.

Our organisation is committed to creating learning environments where children and young people feel:

- safe
- respected
- listened to
- developmentally supported
- emotionally considered
- and protected from harm.

We believe every child has the right to:

- participate safely in learning experiences
- feel psychologically and emotionally secure
- express themselves without fear of harm or humiliation
- access appropriate support where concerns arise
- and engage within environments that prioritise wellbeing, dignity and developmental care.

Our Safeguarding Commitments

MASTER CRAFTERS NETWORK HUB C.I.C will:

- operate safer recruitment practices where applicable
- maintain safeguarding awareness across all programmes
- ensure appropriate DBS checks are obtained where required
- respond appropriately to safeguarding concerns
- maintain confidentiality appropriately and lawfully

- promote safe online learning environments
 - work collaboratively with parents, carers and professionals where appropriate
 - maintain clear professional boundaries
 - prioritise the welfare of children in all decision-making.
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Types of Safeguarding Concerns

Safeguarding concerns may include but are not limited to:

- physical abuse
 - emotional abuse
 - neglect
 - online exploitation
 - bullying or cyberbullying
 - harmful online influence
 - inappropriate adult-child relationships
 - radicalisation
 - emotional harm
 - grooming
 - discrimination or hate-based harm
 - peer-on-peer abuse
 - self-harm concerns
 - mental health concerns impacting safety.
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Online Safety

As part of our developmental learning philosophy, we recognise increasing risks associated with:

- social media influence
- algorithmic exposure
- digital manipulation
- online exploitation
- excessive screen dependency
- emotionally harmful content.

We aim to promote digital awareness, critical thinking and emotionally healthy online engagement throughout our programmes.

Reporting Concerns

Any safeguarding concerns raised within our organisation will be taken seriously and responded to appropriately.

Where concerns suggest a child may be at risk of harm, we reserve the right to share relevant information with safeguarding authorities or statutory services where necessary.

Parent Partnership

We believe safeguarding works best through collaborative partnership with parents, carers, schools and communities.

Safeguarding is everybody's responsibility.

2. TERMS & CONDITIONS

Introduction

These Terms & Conditions govern the use of MASTER CRAFTERS NETWORK HUB C.I.C services, programmes, workshops, coaching sessions, online learning experiences and website access.

By engaging with our services, users agree to these terms.

Services

Our services may include:

- educational workshops
- developmental learning programmes
- coaching sessions
- mentoring support
- parent guidance
- online learning experiences
- enrichment activities
- community events
- consultancy and CPD sessions.

Participation does not guarantee specific educational outcomes.

Payments

Payment terms for programmes and services will be clearly communicated before participation.

Late or missed payments may result in suspension of services.

Professional Boundaries

MASTER CRAFTERS NETWORK HUB C.I.C provides educational and developmental support services.

Unless explicitly stated, services do not replace licensed mental health treatment, therapy or clinical intervention.

Intellectual Property

All programme materials, resources, frameworks, branding and content remain the intellectual property of MASTER CRAFTERS NETWORK HUB C.I.C unless otherwise stated. The Service and all materials therein or transferred thereby, including, without limitation, software, images, text, graphics, logos, patents, trademarks, service marks, copyrights, photographs, audio, videos, music and all Intellectual Property Rights related thereto, are the exclusive property of [MASTER CRAFTERS NETWORK HUB C.I.C]. Except as explicitly provided herein, nothing in these Terms shall be deemed to create a license in or under any such Intellectual Property Rights, and you agree not to sell, license, rent, modify, distribute, copy, reproduce, transmit, publicly display, publicly perform, publish, adapt, edit or create derivative works thereof.

Materials may not be reproduced or redistributed without written permission.

Limitation of Liability

While we strive to provide safe and high-quality services, participation is undertaken at the participant's own discretion. To the maximum extent permitted by applicable law, in no event shall MASTER CRAFTERS NETWORK HUB C.I.C, be liable for any indirect, punitive, incidental, special, consequential or exemplary damages, including without limitation, damages for loss of profits, goodwill, use, data or other intangible losses, arising out of or relating to the use of, or inability to use, the service.

To the maximum extent permitted by applicable law, [website owner] assumes no liability or responsibility for any (i) errors, mistakes, or inaccuracies of content; (ii) personal injury or property damage, of any nature whatsoever, resulting from your access to or use of our service; and (iii) any unauthorized access to or use of our secure servers and/or any and all personal information stored therein.

MASTER CRAFTERS NETWORK HUB C.I.C shall not be held liable for indirect or unforeseeable losses arising from participation.

3. PRIVACY POLICY (UK GDPR)

Your Privacy

MASTER CRAFTERS NETWORK HUB C.I.C is committed to protecting personal data in accordance with UK GDPR and applicable data protection legislation. We receive, collect and store any information you enter on our website or provide us in any other way. In addition, we collect the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information and purchase history. We may use software tools to measure and collect session information, including page response times, length of visits to certain pages, page interaction information, and methods used to browse away from the page. We also collect personally identifiable information (including name, email, password, communications); payment details (including credit card information), comments, feedback, product reviews, recommendations, and personal profile.

Information We May Collect

We may collect:

- names
 - contact information
 - assessment information
 - booking information
 - safeguarding information where necessary
 - programme participation information
 - feedback and survey responses.
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How Information Is Used

Information may be used to:

- deliver services
 - manage bookings
 - support safeguarding
 - improve programmes
 - communicate updates
 - conduct research and developmental analysis where consent is provided.
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Data Protection Principles

We commit to ensuring personal data is:

- processed lawfully
 - stored securely
 - only accessed where necessary
 - not retained longer than necessary
 - protected from unauthorised access.
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Research & Development Activities

As part of our commitment to developmental learning and community research, anonymised data and feedback may occasionally be used to improve programme development and impact understanding.

Personally identifiable information will not be publicly shared without explicit consent.

We reserve the right to modify this privacy policy at any time, so please review it frequently. Changes and clarifications will take effect immediately upon their posting on the website. If we make material changes to this policy, we will notify you here that it has been updated, so that you are aware of what information we collect, how we use it, and under what circumstances, if any, we use and/or disclose it.

4. WEBSITE DISCLAIMER

The information provided on this website is intended for educational and informational purposes only.

MASTER CRAFTERS NETWORK HUB C.I.C does not guarantee specific academic, behavioural or developmental outcomes.

Content shared through blogs, workshops and online resources should not replace professional medical, psychological or legal advice.

5. PARENT & CARER AGREEMENT

We ask parents and carers to:

- communicate respectfully
- support safeguarding expectations
- provide accurate information where relevant
- engage collaboratively in supporting their child
- respect programme boundaries and staff.

We believe developmental progress works best through partnership.

6. ONLINE SESSIONS & DIGITAL SAFETY POLICY

To maintain safe online learning environments:

- sessions may not be recorded without consent
 - inappropriate behaviour may result in removal
 - participants should attend from safe and suitable environments
 - respectful communication is expected at all times
 - safeguarding concerns arising online will be taken seriously.
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7. BEHAVIOUR & PARTICIPATION POLICY

MASTER CRAFTERS NETWORK HUB C.I.C aims to create psychologically safe, respectful and inclusive environments.

Bullying, discriminatory behaviour, intimidation or harmful conduct will not be tolerated.

We encourage:

- respectful dialogue
 - curiosity
 - emotional awareness
 - collaborative participation
 - and positive communication.
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8. EQUALITY, DIVERSITY & INCLUSION STATEMENT

MASTER CRAFTERS NETWORK HUB C.I.C is committed to promoting equity, inclusion and accessibility.

We value diversity across:

- race
- culture
- identity
- neurodiversity
- religion
- gender
- socioeconomic background
- learning styles
- and lived experiences.

We believe all children deserve access to enriching developmental opportunities.

9. COMPLAINTS POLICY

We welcome feedback as part of continuous improvement.

Complaints should be submitted in writing and will be acknowledged within a reasonable timeframe.

We aim to resolve concerns fairly, professionally and respectfully.

10. CANCELLATION & REFUND POLICY

Programme-specific cancellation policies will be communicated at the point of booking.

Refunds may not be available for missed sessions unless otherwise stated.

We reserve the right to cancel or reschedule sessions where necessary. For any undamaged product, simply return it with its included accessories and packaging along with the original receipt (or gift receipt) within 14 days of the date you receive the product, and we will exchange it or offer a refund based upon the original payment method. In addition, please note the following: (i) Products can be returned only in the country in which they were originally purchased; and (ii) the following products are not eligible for return: [any digital product]

11. PHOTOGRAPHY, MEDIA & CONSENT POLICY

Photographs, testimonials or media content involving participants will only be used where appropriate consent has been obtained.

Parents and carers may opt out of media use.

12. HEALTH & SAFETY STATEMENT

MASTER CRAFTERS NETWORK HUB C.I.C is committed to maintaining safe environments during workshops, events and activities.

Risk assessments may be conducted where appropriate.

Participants should disclose relevant medical or accessibility information where necessary.

13. DATA & RESEARCH PARTICIPATION STATEMENT

As part of our long-term commitment to developmental learning and community insight, MASTER CRAFTERS NETWORK HUB C.I.C may occasionally invite parents, carers or participants to engage in:

- surveys
- focus groups
- programme evaluations
- developmental feedback activities
- or educational research initiatives.

Participation will remain voluntary unless otherwise stated.

Where appropriate, anonymised insights may contribute towards:

- programme improvement
- community understanding
- impact reporting
- policy discussions
- or future educational development initiatives.

14. SAFER RECRUITMENT COMMITMENT

MASTER CRAFTERS NETWORK HUB C.I.C is committed to safer recruitment practices where staff, volunteers or facilitators engage directly with children or vulnerable individuals.

Appropriate checks, references and safeguarding expectations may apply.