

PRIVACY POLICY

I have prepared this Policy as I want you to feel confident that any personal information you share with me will be treated with respect and in accordance with the General Data Protection Regulation (GDPR).

I will update this Policy from time to time as necessary to incorporate any changes to the relevant regulations and associated guidance. Please check the Policy on my website occasionally to ensure you are aware of any updates.

What personal data will I collect?

The information that I collect from you will depend on the type of assistance you are seeking, your particular circumstances and the issues you hope to resolve but may include:

- personal details of yourself and other family members, such as names, addresses, dates of birth etc;
- financial information such as employment status, pension provision etc;
- evidence of financial information such as bank statements, payslips etc;
- sensitive personal information such as details of any health problems. If this type of information is relevant in your circumstances, you will be asked to provide your express consent for me to process this.

What will I use your information for?

The GDPR sets out the lawful bases for processing personal data and asks me to explain to you which one I am relying on:

- **First contact:** Usually, you will provide me with your contact details and whatever background information you feel to be relevant when you first enquire about my services. Sometimes though, that information may have been provided to me by someone else, such as your former partner or a solicitor. Under the GDPR I have a legitimate interest in using that information to establish with you whether you would like to attend an initial meeting or statutory Mediation Information and Assessment Meeting (MIAM) as introduced by the Children and Families Act 2014, s.10.
- **Once you attend a meeting:** From this point forwards my lawful basis for processing your data will be the contract between us, as I help you to consider your options and establish whether mediation might be safe and appropriate in your circumstances (at an initial meeting or statutory MIAM) and, if mediation goes ahead, so that I can fulfil my obligations under the Agreement to Mediate.

Who will I share your information with?

I will never share or sell your information to other organisations for marketing purposes. I may share your data:

- with the appropriate authorities where I am required to do so by law, for example where I have concerns that a child may be at risk of harm or with regard to the commission of an unlawful act or criminal offence.
- with third parties such as solicitors or accountants where I have your express consent to do so.
- with my Professional Practice Consultant (supervisor) either as referred to in a contract between us or, if prior to or following a contractual relationship, for the legitimate interest of providing you with the best possible service.
- with the other party(s) and any co-mediator pursuant to a signed Agreement to Mediate.

- with my insurers, legal advisors or relevant regulatory body for the legitimate business interest of being able to respond to and deal with any concern or complaint that you or they may raise in relation to your matter.

How long will I keep your information for?

I will keep your information for up to 3 years after your matter concludes in case you require further assistance or wish to return to mediation. I may retain some anonymised information (i.e. information from which you cannot be personally identified) for a longer period for statistical or research purposes.

How will I store your information?

I will store your information using both paper and electronic records and will do my best to ensure that both are kept safe and secure at all times in accordance with my obligations under relevant data protection regulations.

What rights do you have?

The GDPR gives you the following rights in relation to your personal data (although be aware that some are restricted in certain circumstances):

- the right to be informed;
- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restrict processing;
- the right to data portability;
- the right to object.

You can also contact the Information Commissioner's Office (ICO) if you have any concerns about the way that I am dealing with your data.

Please contact me at helenbiggerstaff.familymediator@gmail.com if you have questions arising from these rights or my Privacy Policy generally.