



## Privacy Statement

I fully respect that the information you share with me is of a personal nature, and I will take full care to ensure that it is respected as such.

### **How will I use information?**

When you supply information to me in advance of mediation (using the 'pre-mediation form' or any other method), I will use this information:

- to respond to your request for information about the service that I provide
- to help identify what you may need at the Mediation Information and Assessment Meeting or in mediation (MIAM)
- to contact the person you want to mediate with. I will only do this in advance of your MIAM if you tell me I can do so.

If your contact details are provided to me by your ex-partner when they are considering mediation, then I will use this information:

- to contact you and offer you the opportunity to find out more about mediation

If you don't want me to retain these contact details for you, or if you want to correct them, please email me to request this.

### **What information will I keep?**

I will keep the initial contact information provided on the pre-mediation form.

If you attend a MIAM or mediation meeting(s), I will keep brief notes of your meeting to help me to prepare for your next meeting. After mediation meetings I may also prepare a summary which I will send to you.

You can request to see any information I hold about you. Where this information is held on records which also contain information about another person (the person who you mediate with), the records will be amended so that you can only see the details about yourself.

### **For how long?**

I will retain for 6 years your details and the electronic versions of documents I produce as an outcome of your mediation. This is because people find it useful to follow up with further mediation at a later date and I can provide a better service if I can refer back to previous notes.

For Legal Aid cases I am required by the Legal Aid Agency to retain paperwork for 6 years.

If you don't benefit from Legal Aid, and you don't want me to retain your information for a 6-year period, please tell me by email. I will remove any identifying details I hold, other than the basic information the Inland Revenue requires me to retain about services I have provided.

### **On what basis?**

Data protection regulations say I must explain the lawful basis for processing your information. The basis is 'legitimate interest': I process it for the purpose of providing a service to you.

### **How will it be stored?**

I'll hold all of your information securely, on a password protected device or storage which encrypts information. Any paper documents will be secured in locked storage when I am not working on them or taking them to your meetings.

### **What will be shared?**

I won't share any of your information with third parties without your express permission, except:

- If you are a client who is funded by the Legal Aid Agency, then they have a right to see your file to ensure quality of service provision.
- I have a Professional Practice Consultant who I can refer to if I need to discuss any issues arising from a case. She may review my work in order to ensure that it meets all professional practice standards.
- If you or the person you mediate with were to make a complaint, then your information would be made available only to those people who need to investigate this complaint: my Professional Practice Consultant, my membership body (The College of Mediators) and the Family Mediation Council.
- Where I have safeguarding concerns (eg, if I think that a child may be at risk of harm) then I have a duty to share these with the appropriate organisation: Children's Services
- If I am given evidence of an offence under the Proceeds of Crime Act.
- If, in exceptional circumstances, I am ordered to do so by a court.

Circumstances where you might give me permission to share your information with a third party could include:

- If you would like to change your mediation location and mediator, I can share information (such as a record of your initial meeting with me) with that mediator, to avoid you having to repeat things unnecessarily
- If you have a solicitor, you can request that I send them information – such as the documents I produce as an outcome of your mediation – so that they can support you during mediation and in taking forward any agreed proposals reached in mediation.

### **Your right to be informed**

In the very unlikely event that your privacy is compromised for any reason, I commit to contacting you to inform you as a matter of urgency.