



## **Privacy Policy**

### **What is Mediation Now allowed to do with information about you and/or your child?**

We take your privacy seriously and we are committed making sure that it is protected. This note explains the legal basis and the rights that you and your child have related to information about you that we may collect and use. These rights are as set out in the General Data Protection Regulation (GDPR), which will become law from May 2018. The GDPR is designed to protect and support the personal data rights for everyone in the UK.

### **What information do we collect about you?**

Mediation now collects personal information when you refer your case to us or when it is referred to us by a third party, such as a solicitor, accountant or mediator. We also collect information when you voluntarily complete questionnaires and other paperwork that we send to you or provide information in meetings with us, or by email or letter. Website information is collected using cookies.

### **How will we use the information about you?**

We collect information about you to help us provide the services requested in accordance with your instructions and in compliance with our regulatory duties. That could include:-

1. Checking your identity
2. Communicating with you, whether by email, letter or telephone
3. Providing information to you or preparing documents for you
4. Asking others to provide advice and information for you
5. Keeping financial records
6. Responding to complaints

If you agree, we also use it to send you information about other products and services that we think might interest you. If we have shared your information with other third parties, for example with your solicitor, we do so on the basis that they comply with the specific instructions, and that they do not use your information for their own purposes (unless you have expressly given them permission to do so).

We have the right to use your information for legitimate business interests. This means that we can use it for:-

- Managing our IT systems
- Marketing
- Fraud prevention
- Analysing data to improve our services.

You have the right to object to this and if you wish to do so, please contact us at [info@mediation-now.co.uk](mailto:info@mediation-now.co.uk).

Due to the nature of family law work we may also hold information about your children. Usually a minor will be represented by a parent or guardian who have been requested to provide consent to use a child's personal data. If you are a child and you would like to understand what this means for you, please ask the person who is working with your family and we will arrange to speak to you to answer whatever questions you might have.

Where we hold personal data of a child as part of your case we will not move or share information that identifies your child outside the EU and we will make sure that it is held securely at all times. We have professional responsibilities to ensure the safety and protection from harm of children and vulnerable adults, and we are permitted to share your information in that case.

Any information collected via our website is used to personalise your repeat visits to it.

Mediation Now will not share your information with any other company or person, except with your consent or unless we are required to do so by law or by our regulatory bodies.

## **Marketing**

From time to time we would like to send you information about our products and services that we think might interest you. We use direct marketing such as social media, email or post. We will never pass on or sell your details to a third party for marketing purposes.

If you have consented to this, you can opt out at any time. You have a right to stop us from contacting you for marketing purposes.

## **How do we protect your data?**

We are very careful about how your information is used and it is important to us that your data is safe in our care.

We use a range of IT solutions to support this including anti malware, anti phishing software, log in protection and off site back ups.

Paperwork and files are kept securely in our offices. Our staff are trained to be aware of client confidentiality and data protection.

## **Access to your information and correction**

You have the right to request a copy of the information that we hold about you. If you would like a copy of some or all of your personal information, please email or write to us at the addresses provided at the bottom of this notice. This will entitle you to receive details such as your name, address, contact details, date of birth etc. It does not mean that you will receive your file as you are only entitled to receive the personal data and not the documents that contain it.

We want to make sure that your personal information is correct and up to date. Please ask, by submitting a request in writing to delete it, correct it or remove information that you think is inaccurate. We will do what we can, subject to our other legal and regulatory duties

Electronic information held on our computer or our database is not ordinarily deleted as a matter of course. Personal data might be retained for different lengths of time depending on what it is. We keep it only for as long as we need to or as required by law.

Usually mediation files and information contained in them, whether in hard copy or electronic, is kept for one year after the file has been closed.

## **Cookies**

Cookies are text files placed on your computer to collect standard internet log information and visitor behaviour information. The information is used to track visitor use of the website and to compile statistical reports on website activity.

For further information please visit [www.aboutcookies.org](http://www.aboutcookies.org) or [www.allaboutcookies.org](http://www.allaboutcookies.org).

You can set your browser not to accept cookies and the above websites tell you how to do this and how to remove them from your browser. However in a few cases some of our website functions may not work as a result.

## **Other websites**

Our website contains links to other websites. This privacy policy only applies to our website, to Mediation Now and to Family Solutions Now. If you link to another website from ours you should read their privacy policy too.

## **Changes to our privacy policy**

We keep our privacy policy under regular review and we will place any updates on this web page. This privacy policy was last updated on 11<sup>th</sup> February 2019.

## **How to contact us**

Please contact us if you have any queries about this privacy policy or about information we hold about you:-

- By email: [info@mediation-now.co.uk](mailto:info@mediation-now.co.uk)
- Or write to us at: Mediation Now, 23 East Street, Havant, Hants PO9 1AA.