

Privacy Policy

In order to provide a mediation service to you, I need to ask for and keep information about you. I am a controller and processor of the personal data you provide. I will keep basic personal data about you such as name, address, email etc. to contact you. I will also ask you to tell me any other relevant details about yourself or your relationship that will assist me in helping you to use mediation as a way of resolving outstanding issues or providing you with information to make choices about your future. This might include information known as Sensitive Personal Data. I also hold and process data (for example to contact another prospective participant in a mediation case) on a legitimate interest basis.

I will only use the information you give me to provide a mediation service to you and to maintain adequate records to enable me to do so. I will not pass on your data for any further business or other reason, except as required by law or under my duty of care in situations where there are safeguarding concerns, or in relation to a complaint about my practice. I may also share information about your mediation case with my PPC (Mediation Supervisor) for the purposes of professional support and development.

Data retention

My aim is not to keep data for any longer than necessary. I will retain records, including copies of any court forms I have issued to you, for 6 months after the date of closing your file (if subject to a complaint, the retention period may be longer). Any documents you provide for financial disclosure in mediation will be destroyed or deleted one month after the date of file closure. I retain session summaries and outcome documents which I have prepared for you for two years.

I am required to retain some information (for example for accounting purposes) for up to 6 years.

Your rights

You have the right to request access to the personal information that I hold about you. Requests should be made in writing (including by email). You can ask for corrections to be made to the information I hold or for your personal information to be deleted. You can ask to block or object to the processing of your personal data.

Subject to some exceptions, I will provide you with:

- A copy of the data held
- The purposes of the collection, processing, use and storage of your personal data.
- The source(s) of the personal information if it was not obtained from you.
- Any recipients (or categories of recipients) to whom your personal data has been or may be transmitted, along with the location of those recipients.
- The envisaged period of storage for your personal data
- Information regarding to whom it may be disclosed. Please note that some mediation documents are legally privileged.

Please note that I do not share records which relate to both parties in mediation without written consent from each person (except for copies of summaries and other documents which have already been shared with both of you).

In line with Family Mediation Council code of practice, I do not retain written records of the content of Child Inclusive Mediation meetings with children or of feedback given to parents.

Compliance with subject access requests is not required if I have complied with an identical or similar request within a six-month period prior to the new request and the data has not changed substantially in that period. If the information requested is deemed excessive, I may need to charge a fee. I will respond to a request promptly and aim to provide the information no more than 15 working days

This policy should be read in conjunction with my Agreement to Mediate and Complaints Policy, both of which are available on my website: www.jillredshawmediation.com