



The
Mediation
Specialists

Data Protection Privacy Notice and Privacy Policy

Our contact details:

Name: Mediation Specialists Ltd
Registered Office: 63 Salisbury Road, Farnborough, Hampshire GU14 7AG
Contact: Director - Sheila Gooderham
Email: info@themediationspecialists.org.uk
Website address: www.themediationspecialists.org.uk

We are an international mediation organisation that exists to provide mediation, consultancy and training services to our clients. In common with most global mediation practices, we collect, use and share information, including personal information, in connection with providing our services and running our business.

This is our main general privacy notice that applies across our business, although we may publish additional privacy statements that apply to:

-our service provision in specific countries to help to ensure our compliance with local data protection requirements.

- specific services that we offer to our clients from time to time.

If an additional privacy notice is relevant to our clients and their legal representatives because of the way in which our clients and their legal representatives engage with us and there is a conflict between the information set out in this notice and the additional privacy notice, then the additional privacy notice will take precedence over the information set out in this notice.

This notice was last reviewed on 1st September 2023 and will be updated from time to time.

What is personal information?

Personal information is information that relates to our clients and their legal representatives which identifies our clients and their legal representatives. This includes obvious identifiers like names, addresses and telephone numbers, but can also include less obvious things such as communications with one of our mediators, trainers and consultants and personal data contained within documents supplied by our clients and their legal representatives during their engagement in mediation, training or consultancy or analysis of usage of our websites.

We currently collect and process the following personal information which is supplied by clients or their legal representatives to us (known in this notice as data subjects) during the provision by us of mediation, consultancy and training services where relevant to the provision of the specific contracted service to a client. This could be:

- individual details – name, address (including proof of address), other contact details (e.g. email and telephone numbers), gender, marital status, date and place of birth, nationality, employer, job title and employment history, and family details, including their relationship to the data subject;
- identification details – identification numbers relating to the data subject issued by government bodies or agencies, such as national insurance numbers, social security numbers, passport numbers, tax identification numbers and driving licence numbers;
- financial information – bank account or payment card details, income or other financial information about the data subject;
- matter details – information about the data subject which is relevant to a matter on which The Mediation Specialists is providing a service;
- credit, anti-fraud and sanctions data – credit history, credit score and
- information received from various anti-fraud and sanctions databases relating to the data subject; and
- identifiers – information which can be traced back to the data subject, such as an IP address, a website tracking code or electronic images of the data subject.

Special categories of personal data which may relate to the service provided by us:

Information about health, racial or ethnic origin; political opinions, religious or philosophical beliefs; trade union membership; genetic and biometric data; and information about a person's sex life or sexual orientation, in each case where relevant to the provision of mediation, training or consultancy services.

Criminal convictions data which may relate to the service provided by us:

Information relating to criminal convictions and offences.

Please contact the data controller for further details about restrictions and safeguards in place for the sensitive data we may store.

How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by our clients or their legal advisors for one of the following reasons:

- To enable us to make contact with our clients and/or their legal advisors in respect of an initial enquiry and during the course of mediation, consultancy and/or training services.
- To enable us to assist our clients and their legal representatives with a mediation, consultancy work or to provide clients, their business and/or organisation with mediation, consultancy or training services.

We use the information provided to us in order to:

- in respect of contact names and addresses, keep a record of who our clients are and who their legal representatives are and make contact.
- In respect of information supplied by clients and their legal representatives in the course mediation, consultancy or training work, to enable us to support our clients and their advisors with the provision of the services we have been contracted to supply.

We do not share this information with any other organisations or individuals unless expressly authorised by you to do so in the provision of mediation, consultancy and training services to you. The personal data in the form of names, addresses, email addresses for clients and their legal representatives as well as a brief overview of the enquiry for the provision of a specific service may be disclosed by The Mediation Specialists to a number of third party mediation, training and consultancy service providers whose details appear on our website for the purposes of providing mediation, consultancy and training services to our clients and their legal representatives.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(a) The consent of our clients and their legal representatives, such consent being given when contact details are supplied in terms of name and email address by either our clients directly or by their legal representatives, in order that we may ourselves make contact with our clients and their legal representatives to provide information about the mediation, training and consultancy services which we may provide directly to our clients or alternatively, introduce our clients and their legal representatives to third party mediation, training and consultancy providers (known as “The Mediation Specialists’ Entities”) who are independent individuals and/or companies and organisations affiliated to The Mediation Specialists and whose details appear on The Mediation Specialists’ website. This consent can be withdrawn at any time by contacting the Director of The Mediation Specialists, Sheila Gooderham at info@themediationspecialists.org.uk

(b) We have a contractual obligation in that we are contracted to supply services to you and personal data supplied by you is required so that we may provide the contracted service.

How we store your personal information

We keep electronic files stored on computer hard drives and cloud storage which are securely stored and malware protected. These electronic files contain documents supplied by our clients and their legal representatives in accordance with our contractual obligations for the provision mediation, consultancy and/or training services. These electronic files may contain identifying information such as names and email addresses. In order to comply with our insurer’s requirements, the files are kept for no more than six years from the date of the mediation, consultancy or training work conducted by us on behalf of our clients. Thereafter our electronic records are deleted from all hard drives and cloud storage.

1 September 2023