



GDPR AND PRIVACY POLICY

This privacy policy relates to Family Mediation and Mentoring LLP and it explains how our mediation service uses (or 'processes') the personal data you share with us.

Family Mediation and Mentoring is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified, then you can be assured that it will only be used in accordance with this privacy policy.

Please read this privacy policy carefully.

Who is covered by this policy?

- People who mediate with us, and their families
- People who contact us to explore the possibility of mediating with us
- People who may be invited to explore the possibility of mediating with us, because someone connected with them has contacted us to explore the possibility of mediating with us
- People who visit our website

What personal data is involved?

Our mediation clients (and prospective mediation clients) provide us directly with almost all the data we process. The only exceptions are a) when data is provided by solicitors or some other professionals (at the clients' request or with their consent) or b) when someone who is interested in resolving an issue by mediating provides us with an email address or other contact information so that we can offer the other person a meeting to explore whether or not mediation might be a good way forward.

How is the personal data gathered?

We collect and process data when you contact us using an email address or by telephone (unless you block the actual number you are calling on). We collect and process data while exploring with you whether or not mediation is a real option for you and your family. We also collect and process personal data during the mediation process itself – including but not limited to personal financial and health data. The data collected sometimes includes personal data about children over 13 but we consider that it is not proportionate to contact every child over 13 with a separate privacy notice about the limited information we hold about them.

We also collect and process personal data during child-inclusive mediation sessions (during which we meet directly with young people). Our invitations to children over the age of 13 do include an age-appropriate privacy notice.

When we are asked to provide our services, we may collect and process personal data to satisfy a contractual obligation. Where individuals make use of our services this personal data will usually be provided by the individual directly. However, we also receive information from solicitors and use this information so that they can provide you with the service.

What control do you still have over your data?

Your information can only be shared outside the mediation process with your knowledge and prior consent (unless we are required to share it with someone to meet our professional obligations as mediators registered with the Family Mediation Council – this exception is explained in more detail below).

We will handle your personal data only in ways you would reasonably expect, and we will not do anything unlawful with the data. You are entitled to access the personal data we hold about you, within one month of our receipt of your request. We will provide a copy of the information free of charge, although we are entitled to ask for a reasonable fee or payment to cover the cost of producing such information when a request is manifestly unfounded or excessive, particularly if it is repetitive. We may also charge a reasonable fee to comply with requests for further copies of the same information. In all cases any fee charged will be based on the administrative cost of providing the information.

However, if data contains information about another person, such information cannot be provided without that other person's permission. You are entitled to have inaccurate personal data rectified. You are entitled to have the information deleted ("erased"). The right to have information deleted applies if the personal data is no longer necessary for its original purpose – if you want us to delete your data, that is very likely to mean that mediation isn't suitable or is no longer possible.

You also have a limited right to 'restriction' of your data within one month of our receipt of your request, which might for example, permit the data to be held on file for complaints or other purposes, but not used in any other way, for example, by sending you an email. You can also ask us to give you a copy of your data in a format that allows you to use it elsewhere – data portability – again within one month of our receipt of your request.

What do we do with your data and why is it legal for us to use it?

As family mediators, we are 'processors' of personal data for the purposes of the General Data Protection Regulation. Processing (or using) personal data always has to be for a legitimate purpose - our purposes all relate to mediation, either providing our mediation services to people who have signed our Agreement to Mediate or giving families the opportunity to find out more about family mediation as a way of resolving a family issue. To provide these mediation services as accredited family mediators, we also have to comply with the professional obligations imposed on us by the Family Mediation Council. These include obligations to make your

personal data available to other people in certain limited circumstances. Our practice supervisors or a complaints handler may have sight of our files (as explained below), but access is strictly controlled and on a confidential basis.

If you decide to mediate with us, we ask you to consent to us processing your personal data by signing our Agreement to Mediate. If you sign our Agreement, you consent to us processing your personal data as part of your contract with us – our legal basis for processing your data if you are mediating with us is contract. This includes us retaining and storing your personal data for as long as is necessary in connection with the Agreement, to include a period of time after the mediation concludes, in case of complaint. It also includes giving us permission to share your personal data with our practice supervisors and/or any person appointed by the Family Mediation Council to consider a complaint about the mediation. We may retain data for research and statistical purposes, but only on the understanding that if used for this purpose all identifying details will have been removed. We will not process your data for any other purpose.

Before this, while you and we are working out whether or not mediation is a good option for you and your family, we will usually process a very limited amount of your personal data, for example your contact details, so that we can communicate with you and assess your suitability for family mediation. We include brief information about this in all our emails.

If you have contacted us, we are able to process your personal data for the limited purpose of exploring with you whether or not mediation is a good way forward for you and your family. Because you have contacted us, asking us to do this, our legal basis for processing the very limited personal data that you give us is still contract (even though you have not yet signed the Agreement).

If you have not contacted us, we are only able to process your contact details (usually an email address) to offer you the opportunity to explore family mediation as an option. In this case our legal basis for processing your personal data is the public task of giving families access to mediation as an alternative to litigation. The Children and Families Act 2014, s 10, introduced a mediation information and assessment process and requires the majority of people to show that they have attended a mediation information and assessment meeting, and have considered family mediation as an option, before they ask the court to make a decision about their family. Contacting someone to give them access to this mediation information and assessment process is therefore a way to protect their legal rights within the family justice system.

Website Privacy Policy

This privacy policy applies between you, the User of this Website and Family Mediation and Mentoring LLP (“we/us/our”), the owner and provider of this Website. Family Mediation and Mentoring takes the privacy of your information very seriously. This privacy policy applies to our use of any and all Data collected by us or provided by you in relation to your use of the Website.

Definitions and interpretation

1. In this privacy policy, the following definitions are used:

Data	collectively all information that you submit to Family Mediation and Mentoring via the Website. This definition incorporates, where applicable, the definitions provided in the Data Protection Laws;
Cookies	a small text file placed on your computer by this Website when you visit certain parts of the Website and/or when you use certain features of the Website. Details of the cookies used by this Website are set out in the clause below (Cookies);
Data Protection Laws	any applicable law relating to the processing of personal Data, including but not limited to the GDPR, and any national implementing and supplementary laws, regulations and secondary legislation;
GDPR	the UK General Data Protection Regulation;
we, us or our	Family Mediation and Mentoring LLP c/o 9 Worton Park, Cassington, Oxfordshire, OX29 4SX;
UK and EU Cookie Law	the Privacy and Electronic Communications (EC Directive) Regulations 2003 as amended by the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2011 & the Privacy and Electronic Communications (EC Directive) (Amendment) Regulations 2018;
User or you	any third party that accesses the Website and is not either (i) employed by Family Mediation and Mentoring and acting in the course of their employment or (ii) engaged as a consultant or otherwise providing services to and accessing the Website in connection with the provision of such services; and
Website	the website that you are currently using, www.familymediationandmentoring.co.uk , and any sub-domains of this site unless expressly excluded by their own terms and conditions.

2. In this privacy policy, unless the context requires a different interpretation:
 - a. the singular includes the plural and vice versa;
 - b. references to sub-clauses, clauses, schedules or appendices are to sub-clauses, clauses, schedules or appendices of this privacy policy;
 - c. a reference to a person includes firms, companies, government entities, trusts and partnerships;
 - d. "including" is understood to mean "including without limitation";
 - e. reference to any statutory provision includes any modification or amendment of it;
 - f. the headings and sub-headings do not form part of this privacy policy.

Scope of this privacy policy

3. This privacy policy applies only to the actions of Family Mediation and Mentoring and Users with respect to this Website. It does not extend to any websites that can be

accessed from this Website including, but not limited to, any links we may provide to social media websites.

4. For purposes of the applicable Data Protection Laws, Family Mediation and Mentoring is the "data controller". This means that Family Mediation and Mentoring determines the purposes for which, and the manner in which, your Data is processed.

Data collected

5. We may collect the following Data, which includes personal Data, from you:
 - a. Name and address;
 - b. date of birth;
 - c. job title;
 - d. profession;
 - e. contact Information such as email addresses and telephone numbers;
 - f. financial information to include credit / debit card numbers;
 - g. any information we need to be able to provide you with our services, whether by you having completed forms or providing specific information we have requested;
 - h. IP address (automatically collected);
 - i. web browser type and version (automatically collected);
 - j. a list of URLs starting with a referring site, your activity on this Website, and the site you exit to (automatically collected);in each case, in accordance with this privacy policy.

How we collect Data

6. We collect Data in the following ways:
 - a. data is given to us by you; and
 - b. data is collected automatically.

Data that is given to us by you

7. We will collect your Data in a number of ways, for example:
 - a. when you contact us through the Website, by telephone, post, e-mail or through any other means;
 - b. when you make payments to us, through this Website or otherwise;
 - c. when you use our services;in each case, in accordance with this privacy policy.

Data that is collected automatically

8. To the extent that you access the Website, we will collect your Data automatically, for example:

- a. we automatically collect some information about your visit to the Website. This information helps us to make improvements to Website content and navigation, and includes your IP address, the date, times and frequency with which you access the Website and the way you use and interact with its content.
- b. we will collect your Data automatically via cookies, in line with the cookie settings on your browser. For more information about cookies, and how we use them on the Website, see the section below, headed "Cookies".

Our use of Data

- 9. Any or all of the above Data may be required by us from time to time in order to provide you with the best possible service and experience when using our Website. Specifically, Data may be used by us for the following reasons:
 - a. internal record keeping;
 - b. improvement of our products / services;
 - c. contact for market research purposes which may be done using email, telephone or mail. Such information may be used to customise or update the Website;in each case, in accordance with this privacy policy.
- 10. We may use your Data for the above purposes if we deem it necessary to do so for our legitimate interests. If you are not satisfied with this, you have the right to object in certain circumstances (see the section headed "Your rights" below).

Who we share Data with

- 11. We may share your Data with the following groups of people for the following reasons:
 - a. our employees, agents and/or professional advisors - for the purposes of providing a mediation service;
 - b. relevant authorities – without your consent, if the mediator believes there is a risk to a child or children disclosed during the assessment meeting or mediation session;in each case, in accordance with this privacy policy.

Keeping Data secure

- 12. We will use technical and organisational measures to safeguard your Data, for example:
 - a. we store your Data securely.
 - b. payment details are encrypted using SSL technology (typically you will see a lock icon or green address bar (or both) in your browser when we use this technology).
- 13. Technical and organisational measures include measures to deal with any suspected data breach. If you suspect any misuse or loss or unauthorised access to your Data, please let us know immediately by contacting us via this e-mail address:
hello@familymandm.co.uk.

14. If you want detailed information from Get Safe Online on how to protect your information and your computers and devices against fraud, identity theft, viruses and many other online problems, please visit www.getsafeonline.org. Get Safe Online is supported by HM Government and leading businesses.

Data retention

15. Unless a longer retention period is required or permitted by law, we will only hold your Data on our systems for the period necessary to fulfil the purposes outlined in this privacy policy or until you request that the Data be deleted.
16. Even if we delete your Data, it may persist on backup or archival media for legal, tax or regulatory purposes.

Your rights

17. You have the following rights in relation to your Data:
- a. Right to access - the right to request (i) copies of the information we hold about you at any time, or (ii) that we modify, update or delete such information. If we provide you with access to the information we hold about you, we will not charge you for this, unless your request is "manifestly unfounded or excessive." Where we are legally permitted to do so, we may refuse your request. If we refuse your request, we will tell you the reasons why.
 - b. Right to correct - the right to have your Data rectified if it is inaccurate or incomplete.
 - c. Right to erase - the right to request that we delete or remove your Data from our systems.
 - d. Right to restrict our use of your Data - the right to "block" us from using your Data or limit the way in which we can use it.
 - e. Right to data portability - the right to request that we move, copy or transfer your Data.
 - f. Right to object - the right to object to our use of your Data including where we use it for our legitimate interests.
18. To make enquiries, exercise any of your rights set out above, or withdraw your consent to the processing of your Data (where consent is our legal basis for processing your Data), please contact us via this e-mail address: hello@familymandm.co.uk.
19. If you are not satisfied with the way a complaint you make in relation to your Data is handled by us, you may be able to refer your complaint to the relevant data protection authority. For the UK, this is the Information Commissioner's Office (ICO). The ICO's contact details can be found on their website at <https://ico.org.uk/>.

20. It is important that the Data we hold about you is accurate and current. Please keep us informed if your Data changes during the period for which we hold it.

Links to other websites

21. This Website may, from time to time, provide links to other websites. We have no control over such websites and are not responsible for the content of these websites. This privacy policy does not extend to your use of such websites. You are advised to read the privacy policy or statement of other websites prior to using them.

Changes of business ownership and control

22. Family Mediation and Mentoring may, from time to time, expand or reduce our business and this may involve the sale and/or the transfer of control of all or part of . Data provided by Users will, where it is relevant to any part of our business so transferred, be transferred along with that part and the new owner or newly controlling party will, under the terms of this privacy policy, be permitted to use the Data for the purposes for which it was originally supplied to us.
23. We may also disclose Data to a prospective purchaser of our business or any part of it.
24. In the above instances, we will take steps with the aim of ensuring your privacy is protected.

Cookies

25. This Website may place and access certain Cookies on your computer. Family Mediation and Mentoring uses Cookies to improve your experience of using the Website and to improve our range of services. Family Mediation and Mentoring has carefully chosen these Cookies and has taken steps to ensure that your privacy is protected and respected at all times.
26. All Cookies used by this Website are used in accordance with current UK and EU Cookie Law.
27. Before the Website places Cookies on your computer, you will be presented with a message bar requesting your consent to set those Cookies. By giving your consent to the placing of Cookies, you are enabling Family Mediation and Mentoring to provide a better experience and service to you. You may, if you wish, deny consent to the placing of Cookies; however certain features of the Website may not function fully or as intended.
28. This Website may place the following Cookies:

Type of Cookie	Purpose
Strictly necessary cookies	These are cookies that are required for the operation of our website. They include, for example, cookies that enable you to log into secure areas of our website, use a shopping cart or make use of e-billing services.
Analytical/performance cookies	They allow us to recognise and count the number of visitors and to see how visitors move around our website when they are using it. This helps us to improve the way our website works, for example, by ensuring that users are finding what they are looking for easily.
Functionality cookies	These are used to recognise you when you return to our website. This enables us to personalise our content for you, greet you by name and remember your preferences (for example, your choice of language or region).

29. You can find a list of Cookies that we use in the Cookies Schedule.
30. You can choose to enable or disable Cookies in your internet browser. By default, most internet browsers accept Cookies, but this can be changed. For further details, please consult the help menu in your internet browser.
31. You can choose to delete Cookies at any time; however, you may lose any information that enables you to access the Website more quickly and efficiently including, but not limited to, personalisation settings.
32. It is recommended that you ensure that your internet browser is up-to-date and that you consult the help and guidance provided by the developer of your internet browser if you are unsure about adjusting your privacy settings.
33. For more information generally on cookies, including how to disable them, please refer to aboutcookies.org. You will also find details on how to delete cookies from your computer.

General

34. You may not transfer any of your rights under this privacy policy to any other person. We may transfer our rights under this privacy policy where we reasonably believe your rights will not be affected.
35. If any court or competent authority finds that any provision of this privacy policy (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision will,

to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of this privacy policy will not be affected.

36. Unless otherwise agreed, no delay, act or omission by a party in exercising any right or remedy will be deemed a waiver of that, or any other, right or remedy.

37. This Agreement will be governed by and interpreted according to the law of England and Wales. All disputes arising under the Agreement will be subject to the exclusive jurisdiction of the English and Welsh courts.

Changes to this privacy policy

38. Family Mediation and Mentoring reserves the right to change this privacy policy as we may deem necessary from time to time or as may be required by law. Any changes will be immediately posted on the Website, and you are deemed to have accepted the terms of the privacy policy on your first use of the Website following the alterations. You may contact Family Mediation and Mentoring by email at hello@familymandm.co.uk

Cookies

Below is a list of the cookies that we use. We have tried to ensure this is complete and up to date, but if you think that we have missed a cookie or there is any discrepancy, please let us know.

We use the following strictly necessary cookies:

Description of Cookie	Purpose
Strictly necessary cookies	To remember you and maintain your session whilst you are using our website

We use the following analytical/performance cookies:

Description of Cookie	Purpose
Analytical or performance cookies	We use this cookie to help us analyse how users use our website

We use the following functionality cookies:

Description of Cookie	Purpose
Functional cookies	We use this cookie to identify your computer and analyse traffic patterns on our website