

PRIVACY NOTICE

Mediate UK is committed to respecting and protecting your privacy. Please read the following information carefully. This privacy notice explains how Mediate UK, and the mediators who work with us, will collect, store, use and share the personal information you provide in the course of conducting family mediation.

1. We do not need specific consent to retain your data as we have a 'legitimate interest' in retaining it.
2. We only collect and retain relevant information needed for your case.
 - a. This information will be held in any of three separate systems
 - i. The Mediate UK accounts system
 - ii. The Mediate UK administrative system
 - iii. The mediator's own records
 - b. We will hold your full name, email address, phone number and home address across all three systems
 - c. Additional details that you provide to the mediator, in the course of them carrying out their role, will be retained by the mediator. This will include any special category data that you choose to disclose to them. Such information is held on the 'legitimate interest' basis. All data held by the mediator is stored on the Microsoft 365 and Zoho servers enabling the mediator and the company to have access.
 - i. If you have any concerns on special category data, please discuss this with the mediator at your MIAM (initial meeting) or email: admin@mediateuk.co.uk
 - d. Your data will be retained for:
 - i. Accounts and administrative systems – six years
 - ii. Mediator's files - two years from the date your case closes, where mediation commenced; if mediation did not commence, your details will be removed 12 months from the date of your MIAM
 - e. We do not share any information with third parties unless:
 - i. We consider a child to be at significant risk of harm
 - ii. The mediator believes that you are the recipient of proceeds from crime
 - iii. You have agreed to a package that requires the involvement of a solicitor or barrister
 - iv. You have agreed to a referral to one of our approved service providers
 - f. All electronic information is stored on a cloud service
3. The detailed information provided to the mediator at your MIAM and in your financial disclosure is treated as being strictly private and confidential. The mediator does not share this information with any external third party (apart from the FMSB – see point 4). The mediator and the company have access to this information.
4. If a formal complaint is made against a mediator, then private and confidential notes from the MIAMs and joint meetings might be shared with the Family Mediation Standards Board (FMSB), should the complaint be escalated to that level.
5. If mediation succeeds, then the Child Arrangements Plan, Memorandum of Understanding and the Open Financial Statement:
 - a. Might be read by other parties within Mediate UK, as these documents are subject to quality checks prior to release
 - b. Upon the agreement of both parties, can be shared by us with your solicitor and/or financial advisor

6. All data gathered by our mediators is considered relevant, adequate and limited to what is necessary; at any point in time you can ask to see what data is being held through a Subject Access Request; you have the right:
 - a. To be informed
 - b. To have access to the data
 - c. For the data held to be rectified
 - d. Of erasure
 - e. To restrict processing
 - f. To data portability
 - g. To object
 - h. Not to be subject to automated decision-making including profiling
7. If you utilise a Mediate UK package, the Business Support team will require two pieces of ID from you which will be retained by us. This goes to the solicitor acting for you.
8. We may contact you during and after the mediation process to inform you about our services, mediation and legal information we consider relevant to your situation.
9. We may contact you to review the service you have received from Mediate UK.
10. Your details will never be sold to a third party for marketing purposes or commercial gain.