

PRIVACY NOTICE

This policy sets out what personal information Susanna Long Family Mediation collects and holds about you and your rights in relation to that information. Susanna Long Family Mediation is a data controller registered with the Information Commissioner's office, registration number 7B375197.

Our contact details

Name: Susanna Long Family Mediation
Address: Tooting Works, 89 Bickersteth Rd, London SW17 9SH
Phone: 07541 541 200
E-mail: info@susannalongmediation.co.uk

What type of information we have

We may collect and process the following information about you, your partner and other members of your family including children:

- Personal information (such as name, contact details, address, date of birth, school)
- Relationship information
- Health information (as relevant to the needs of the family, safeguarding, suitability of mediation)
- Financial information

How we get the personal information

Most of the personal information we process is provided to us directly by you. We collect it by phone, email, face-to-face, or in an online meeting (such as zoom) when you enquire about, or use, our family mediation service. Sometimes this information is also provided by your partner, or by someone (such as a solicitor) referring you to us.

Why we have the personal information and how we use it

We collect and use this information to:

- Provide you with information about family mediation in your circumstances
- Invite other potential participants to find out about mediation
- Work out whether mediation is suitable and safe for your family
- Provide our mediation service to try to resolve your family matter.

We may retain your information for research, statistical and training purposes, but only on the understanding that if used for this purpose, all identifying details will have been removed.

The legal basis on which we use your information

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

- **Your consent.** You are able to remove your consent at any time. You can do this by contacting info@susannalongmediation.co.uk using the subject header "Privacy"

- **We have a contractual obligation.** This applies if you enquire about our service, attend an information and assessment meeting to find out about our mediation service, or if you use our mediation service (in which case you will sign our Agreement to Mediate); or
- **We have a legitimate interest.** As mediators registered with the Family Mediation Council we have professional obligations. This includes ensuring that both participants in a family matter have the opportunity to attend a mediation information and assessment meeting (sometimes called a MIAM) before using the courts. Accordingly, where your ex-partner attends an assessment meeting, we may use contact details they provide us to invite you to an assessment meeting. We also have a professional obligation to have particular regard to the welfare of any children, and to encourage parents to focus on their children's needs. It is to fulfil this obligation that, where there are children of the family, we ask for their details listed above.

We may share this personal information with

- Any third party at your request
- Any personnel engaged by us (this may include co-mediators or trainees, provided they have committed to equivalent privacy and confidentiality obligations).
- Anyone who needs to know to fulfil our professional obligations as mediators registered with the Family Mediation Council. This includes our professional supervisors (known as Professional Practice Consultants or PPCs) and any complaints handler (including the Family Mediation Standards Board).
- Relevant agencies and / or authorities in so far as necessary to fulfil a legal obligation (such as safeguarding children or vulnerable adults, or reporting financial crime).

How we store your personal information

Your information is securely stored in London, UK and / or securely in the cloud (using providers who are GDPR-compliant).

Once your case closes, we will keep your file of papers (in paper, electronic form, or a combination of both) for up to 6 years if your case proceeded to mediation, and for up to 1 year if your case did not proceed to mediation, following which we will securely destroy it (by shredding, in the case of paper and deletion, including any back-ups, of electronic documents).

We keep financial records, such as invoices, for approximately 6 years as required by HMRC.

Your data protection rights

Under data protection law, you have rights including:

Your right of access. You have the right to ask us for copies of your personal information.

Your right to rectification. You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure. You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing. You have the right to ask us to restrict the processing of your information in certain circumstances.

Your right to object to processing. You have the the right to object to the processing of your personal data in certain circumstances.

Your right to data portability. You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

We have one month to respond to any request you make to exercise these rights. We reserve the right to charge you £10 per request by way of an administrative fee.

Please contact us at info@susannalongmediation.co.uk if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at info@susannalongmediation.co.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

Date: September 2023

