



Privacy Policy

Our Privacy Policy explains:

What information we collect and how we collect it
Why and how we use your information.
How long we keep your information
How we may share your information
Your rights on the information we hold about you
Security-How we keep your information safe
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Information We Collect

In order to provide mediation services and for the other purposes set out in Use of Information below, we collect and process Personal Data from clients and potential clients. We may collect the following information;

- Personal information [for example title, first and middle names, surname, gender, contact details i.e postal and email address and phone numbers, date of birth, ethnic origin and disability. We also collect names and dates of birth of client's children if provided to us.
- Any additional information provided by the client at a MIAM (Mediation Information Assessment Meeting) and during the Mediation process.
- Sensitive Personal Data relating to criminal and child protection matters

We collect your information from

Direct communication from users via telephone, email, website or letter
Self-Referral forms on our website
Referrals from organisations, for example Solicitors
We may also collect information from telephone conversations, emails and written and verbal communications and from records of any meetings attended by clients.

How we Use of Information

Your Personal Data may be used in the following ways:

To provide our mediation services to you,

To respond to your requests and enquiries,

To improve our mediation services

To request your participation in surveys, or other initiatives which help us to gather information used to develop and enhance our services,

To comply with applicable law(s) (for example, to comply with our Legal Aid contract requirements or to carry out professional ethics/conduct investigations,

To enable us to provide, to maintain our own accounts and records and to support and manage our employees.

Consent and lawful Processing of data.

Our legitimate interests, which include processing such Personal Data for the purposes of

- Conducting the mediation process as requested by the user.
- Providing access to the mediation information assessment process introduced by the Children and Families Act 2014, s10
- Providing and enhancing the provision of our mediation services.
- Administration of our mediation services

How long will we keep your information?

Upon file closure, personal data is currently securely stored for 6 years.

Sharing and Disclosure to Third Parties

We may disclose your Personal Data to third parties from time-to-time under the following circumstances:

- You request or authorise the disclosure of your personal details to a third party, for example to your legal adviser and/or professional consultants such as Financial Advisors, Pensions Specialists.
- To provide information to the Legal Aid Agency under the terms of our contract with them. A legal aid file is defined as one or both clients receiving legal aid funding for mediation.
- Hosting providers for the secure storage and transmission of your data.
- Legal and compliance consultants, such as external auditors.
- Technology providers who assist in the development and management of our web properties.

Parents and Children

If the person about whom we are holding information is below 13 and participates in child inclusive mediation, we will need to seek consent from the parent or legal guardian if consent is required.

If a child over the age of 13 years participates in child inclusive mediation, we will seek consent from them.

Subject Access/User Rights

As a user, you are subject to the following rights:

- The right to be informed of the use of your Personal Data
- The right to access and/or to require the correction or erasure of your Personal Data
- The right to block and/or object to the processing of your Personal Data
- The right to not be subject to any decision based solely on automated processing of your Personal Data
- In limited circumstances, you may have the right to receive Personal Data in a format which may be transmitted to another entity.

If you have a complaint in relation to the processing of your data carried out under this Privacy Policy, you have the right to lodge a complaint with the Information Commissioner Office.

You may seek to exercise any of these rights by sending a written request to Alison Ambrose, Arena Mediation, 7 Love Lane, Romsey, SO51 8DE.

Information security

We endeavour to protect your personal information that we hold, its confidentiality, integrity and availability.

- We review our information collection, storage and processing practices, including physical security measures, to guard against unauthorised access to systems.
- We restrict access to personal information to Staff subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.
- We have a Security Information Policy in place which defines the measures we take to protect your personal information. We use a combination of technology and procedures to ensure that our paper and computer systems are protected, monitored and are recoverable.
- We only use third party service providers where we are satisfied that they provide adequate security for your personal data.

Compliance and cooperation with regulatory authorities

We regularly review our compliance with our Privacy Policy. If we receive formal written complaints, we will contact the person who made the complaint to follow up. We will work with the ICO to resolve any complaints regarding the transfer of personal data that we cannot resolve with our users directly.

Changes

Our Privacy Policy may change from time to time. We will not reduce your rights under this Privacy Policy without your explicit consent.

How to Contact Us

The Data Controller is Arena Mediation.
Our contact details are as follows:

Arena Mediation
7 Love Lane
Romsey
SO51 8DE

01794 524395

admin@arenamediation.co.uk

www.arenamediation.co.uk