

PRIVACY POLICY

1. Who we Are

Vollans Mediation is the data controller (contact details below). This means it decides how your personal data is processed and for what purposes.

2. Your personal data - what is it?

Personal data relates to a living individual who can be identified from that data. Identification can be by the information alone or in conjunction with any other information in the data controller's possession or likely to come into such possession. The processing of personal data is governed by the General Data Protection Regulation (the "GDPR").

3. Information We Collect and how we collect it

We may collect and process the following personal data:-

- Personal information (for example, your name, address, email address, phone numbers and date of birth)
- Information about your children and other members of your family
- Sensitive Personal Information
- Attendance information
- Financial information
- Safeguarding Information in relation to children, young people and adults

We collect your information from you in a variety of ways including face to face, in writing, in telephone conversations, in email and via referrals.

4. How we Use your Information

Vollans Mediation complies with its obligations under the "GDPR" by keeping personal data up to date; by storing and destroying it securely; by not collecting or retaining excessive amounts of data; by protecting personal data from loss, misuse, unauthorised access and disclosure and by ensuring that appropriate technical

measures are in place to protect personal data. Your Personal Data may be used for the following purposes:-

- To respond to your requests and inquiries;
- To invite other potential participants to dispute resolution processes
- To provide our services to you;
- To maintain our own records and accounts;
- To financially administer our services to you including payment of invoices and providing Legal Aid
- To safeguard children, young people and adults;
- To deal with any complaint to us or the FMSB
- To seek your views or comments on the services we provide;
- To manage our employees;
- To process a job application.

5. Children and Young People

When, in the course of providing services to you, we meet with any young person over the age of 13, we will provide them with an age appropriate Privacy Statement.

6. What is the legal basis for processing your personal data?

- Vollans Mediation has legitimate interest to process personal data; and/or
- It is necessary in relation to a contract or agreement which the person has entered into or because the person has asked for something to be done so they can enter into a contract or agreement; and/or
- There is a legal obligation on Vollans Mediation to process data; and/or
- Processing is necessary to protect the vital interests of a data subject or another person (in accordance with safeguarding policy and practice).

7. How long do we keep your information?

When your case finishes, we will keep your data for 12 months. We review our retention periods for personal information on a regular basis and we will only hold your personal information on our systems for as long as is necessary for the relevant activity, or as long as is set out in any relevant contract you hold with us.

8. How we may share your information

Your personal data will be treated as confidential. We will not sell, rent or give your information to third parties, and we will not share your information with third parties

for marketing purposes. We may pass your information:-

- To a third party at your request
- To the Legal Aid Agency or any supervisor for the purpose of audit or supervision purposes
- With the FMSB in the event that a formal complaint to them is raised
- To our third party service providers/organisations for the purposes of completing tasks and providing services to you on our behalf. However, when we use third party service providers, we disclose only the personal information that is necessary to deliver the service and we have a contract in place that requires them to keep your information secure and not to use it for their own direct marketing purposes.

9. Your rights on the information we hold about you

Unless subject to an exemption under the GDPR, you have the following rights with respect to your personal data: -

- The right to request a copy of your personal data which Vollans Mediation holds about you;
- The right to request that Vollans Mediation corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for Vollans Mediation to retain such data;
- The right to withdraw your consent to the processing at any time
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to object to the processing of personal data, (where applicable)
- The right to lodge a complaint with the Information Commissioners Office.

10. How we keep your information safe

We are working to protect your personal information that we hold, its confidentiality, integrity and availability in the following ways:-

- 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 and Volunteers subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.

- We have 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.

12. Website Disclaimer

The information contained on our website is for general information purposes only. Whilst we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk. In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website. Through our website you are able to link to other websites which are not under our control. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, we take no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

13. Changes to this Privacy Statement

Our Privacy Statement may change from time to time. If we wish to use your personal data for a new purpose, not covered by this Privacy Statement, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

14. How to Contact Us

To exercise all relevant rights, queries of complaints please in the first instance contact Anna Vollans, Vollans Mediation, info@vollansmediation.co.uk, HEART Centre, Bennett Road, Headingley, Leeds, LS6 3HN.

You can contact the Information Commissioners Office on 0303 123 1113 or via email <https://ico.org.uk/global/contact-us/email/> or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF.

15. Policy Review

We are committed to reviewing our policies and good practice annually. This policy was last reviewed on 1st November 2022 by Anna Vollans:

Signed:

A handwritten signature in black ink, appearing to read 'A. Vollans', with a long horizontal line extending to the right.