

Berkshire Family Mediation Privacy Policy

Our Privacy Policy explains:

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2. Why and how we use your information
3. How long we keep your information for
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The Data Controller is Berkshire Family Mediation.

1. What Information We Collect

In order to provide our services and for the other purposes set out in Section 2 below, we collect and process personal data from users. We may collect the following information:

- Personal information (for example, your name, email address, mailing address, phone numbers and date of birth)
- Sensitive personal data (for example, details of any disabilities or health issues, ethnicity, details regarding domestic abuse)
- Attendance information (such as number and type of meetings attended)
- Safeguarding incidents

From time to time and as permitted by applicable law(s), we may collect personal data about you and update any existing personal data that we currently hold from other third-party sources.

We collect your information from:

- Referral forms completed by users or their representatives (such as solicitors or parents of children under the age of 14). These forms may be hard copies, emails or completed through our website.
- Other information provided from referring organisations such as Cafcass, Courts or Social Services.

We may also collect information from telephone conversations with service users, emails and other written forms. We also hold information gathered during verbal communication in meetings.

2. How We Use Information

Your personal data may be used in the following ways:

- To provide our services to you.
- To respond to your requests and inquiries.
- To improve our services. For example, to request your participation in surveys or other initiatives which help us to gather feedback in order to develop and enhance our services.
- To comply with applicable laws and professional regulations. For example, to comply with court orders, Legal Aid requirements or to carry out professional ethics/conduct investigations.
- To enable us to maintain our own accounts and records and to support and manage our employees.

Consent and lawful processing of data

We process such personal data for the following purposes and legitimate interests:

- providing and enhancing our services.
- administration and programme delivery.
- dealing with medical needs – we must have had explicit consent to use any information you provide.
- all other cases that are necessary for our legitimate interests. These may include actions relating to safeguarding, fraud or proceeds of crime.

3. How long will we keep your information for?

Our standard period of retention of data is six years. This enables us to comply with legal requirements relating to Legal Aid contracts and other regulations relating to the delivery of accredited mediation.

4. Sharing and Disclosure to Third Parties

We may disclose your personal data to third parties from time to time under the following circumstances. The information is disclosed as permitted by applicable law(s) and/or in order to comply with applicable law(s) (for example, to comply with a search warrant or court order).

- You request or authorise the disclosure of your personal details to a third party.
- The information is provided to service providers who perform functions on our behalf:
 - Hosting providers for the secure storage and transmission of your data.
 - Legal and compliance consultants, such as external counsel, external auditors or the Legal Aid Agency.
 - Practice consultants who may need to review files if there is a complaint or for the purposes of service quality control and staff development. In working with trainees, we may submit

redacted files to the Family Mediation Council so that they can examine the quality of work and grant accreditation.

- Technology providers who assist in the development and management of our web properties.

5. Parents and Children

If the person about whom we are holding information is below the age of 14, then we will need to seek consent from the parent or legal guardian if consent is required. Once the person reaches the age of 14, we will seek consent from them.

6. Subject Access and 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 the Operations Manager, Berkshire Family Mediation, Davidson House, Forbury Square, Reading, RG1 3EU, or email: info@berksfm.co.uk.

7. Information security

We work to protect the personal information that we hold on your behalf, its confidentiality, integrity and availability.

- We review our information collection, storage and processing practices, including physical security measures, to guard against unauthorized access to systems.
- We restrict access to personal information to Staff and Volunteers who are subject to strict contractual confidentiality obligations and who may be disciplined or have their contracts 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 data. 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 Information Commissioner Office to resolve any complaints regarding the transfer of personal data that we cannot resolve with our users directly.

8. Changes

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

9. How to Contact Us

Berkshire Family Mediation
Davidson House, Forbury Square,
Reading RG1 3EU

email: info@berksfm.co.uk.

Tel: 0118 9571159