

CP Mediation General Privacy Policy

CP Mediation is a mediation service and our main office is Prospect Hill Farm, Gainsborough Road, Wiseton, Doncaster, DN10 5AA. CP Mediation is the data controller for the purpose of the Data Protection Act 1998 and the General Data Protection Regulation 2018 (“GDPR”).

We get your information either from you or from whoever makes the referral. We do not use any automated processes. We do not sell your personal information with anybody else.

In order to process a referral we need to take information, usually just names, postal addresses, email addresses and ‘phone numbers of the people involved in the issue that needs resolving.

Sometimes the referral is for a mediation information and assessment meeting (“a MIAM”) as required in section 10 of the Children and Families Act 2014. This information is used for legitimate interests, whether that is to enable you to attend a MIAM as required in the Children and Families Act 2014 or to find out, if you are not the person making the referral, whether you are interested in mediation as a possible way forward. There is a legitimate interest as mediation is considered a potentially beneficial way of resolving issues as indeed shown by the requirements of the Children and Families Act 2014.

We define as clients people who either attend an individual assessment meeting with us or those who attend mediation. If you become a client, the use we make of your information will be as set out in your contract with us in the confidentiality agreement and agreement to mediate which you will be asked to sign at the start of mediation. We are unable to provide mediation services without holding your information.

If you are not a client we hold your information only for as long as we need to complete a referral. If another person is a client but you are not, (they have been to an assessment meeting and you haven’t) that is for a maximum of 6 years until we destroy their file.

You have the right to request access to your information and to know how we process it; to ask for your information to be corrected if it’s inaccurate or completed if incomplete; to ask us to erase your personal information (subject to any contractual agreement for us to retain it); to request that we restrict the processing of your information; to receive from us the information which we hold about you in a reasonable format and to object to us processing your information. You can do any of these things free of charge but please note that these aren’t absolute rights so we may be entitled to refuse your request, for example if we can show our processing is necessary for a lawful purpose as set out in this notice or in any contract which we have with you.

For any enquiries about any of this, please contact Christine Parker, CP Mediation, Prospect Hill Farm, Gainsborough Road, Wiseton, Doncaster, DN10 5AA.

Main telephone: 01777 818193

Email: contact@cpmediation.co.uk

If you have concerns about how we handle your personal information, you can contact the Information Commissioner’s Office.

Website Privacy Policy

CP Mediation has created this privacy policy to demonstrate our commitment to privacy. The following discloses our information gathering, use and dissemination practices for this website. By using this site, you are deemed to accept the terms of our privacy policy. If you do not agree with this policy, please do not use this site.

Personal Information We May Collect

You are not required to provide any personal information in order to obtain general access to this site. However, in order to access certain services and features of this site, we may require you to provide personal information such as your name and e-mail address. For example, we will collect certain personal information when you contact us via the 'Contact Us' form.

Disclosure of Personal Information

Please note that we will not share your personal information with any third parties for direct marketing purposes. Any information supplied to us via the online 'Contact Us' page or via email will only be used for the purpose of progressing your enquiry or request.

We reserve the right to disclose user information when required to do so by law or when we have reason to believe that the disclosure of such information is necessary to identify, contact or bring legal action against someone who may be causing injury to or interference with (either intentionally or unintentionally) our rights or property, other users or anyone else that could be harmed by such activities.

Links to Other Sites

This site may contain links to other sites that take you outside this site. These sites are beyond our control and are governed by the privacy policies of those sites which may differ significantly from our own. Please do not assume that the privacy afforded to you by this site is also afforded to you by sites that have links to our own.

Aggregate Information

From time to time, we may collect general, statistical, non-personal information about the use of this site, such as how many visitors visit a particular page, which browsers are being used to view the site. We collect this information via technologies such as 'cookies' and 'IP addresses'. We may use this data to understand how our site is performing and to make improvements to enhance visitor experience. This aggregated data does not personally identify you or any other users of this site.

IP Addresses and Cookies

In the course of using our site, we automatically track certain information about you, including what browser you are using and your IP address. Like most websites, our site also uses cookies. Cookies are pieces of information that a website transfers to an individual's hard drive for record keeping purposes. Cookies are used to simplify functions on our site and can be linked to personal information. You can reset your browser to refuse all cookies or indicate when a cookie is being sent. Please be aware, however, that some features of this site may not function or may be slower if you refuse cookies.

Guidance for Children Under 16

We do not knowingly collect information from children under the age of 16 on this site. If you are under 16, please do not provide any personal information to us.

Changes to These Terms

We reserve the right to change the terms of this Policy at any time and will not specifically notify you of any changes. With this in mind, we recommend that you periodically check the Policy for any changes.

Disclaimer

This site has security measures in place to protect the loss of, misuse of or unauthorised access to data. We take this responsibility very seriously and make every effort to ensure your personal information is secure. However, no data transmission over the internet can be guaranteed to be 100% safe. With this in mind, whilst CP Mediation strives to protect your personal information and privacy, we cannot guarantee the security of any information you disclose or transmit to us online and cannot be responsible for its theft, disclosure or subsequent misuse.