SERVICE USER PRIVACY NOTICE

This notice explains how Mediation Plus uses your personal information when you contact us, are referred to us, or take part in one of our services.

1. Who we are

Mediation Plus is a registered charity (1202295) providing neighbourhood, family, intergenerational (Time2Talk) and workplace mediation, conflict coaching, training and related services. We are the data controller for the personal information we hold about you.

Website: www.mediation-plus.org.uk
Telephone: 01424446808
Email: admin@mediation-plus.org.uk
ICO registration: ZB560366

2. What information we collect

We may collect and hold
• Your name and contact details
• Information about the dispute or situation
• Details of other people involved
• Notes from meetings, calls or mediation sessions to help us best support you
• Information about risks or safeguarding concerns
• Feedback about the service

3. How we receive your information

We may receive information:
• Directly from you
• From another person involved in the situation
• From a professional or organisation referring to you (for example a local authority, housing provider, police or another voluntary organisation).

If we receive your information from someone else, we will explain this when we first contact you.

4. How we use your information for different services

Neighbourhood, Intergenerational (Time2Talk) and Workplace Mediation, and Conflict Coaching, also known as one-to-one support.
We use your information to assess suitability for mediation or one to one support, contact you, arrange sessions, keep records of the case and ensure safe delivery service.

Family Mediation
We use your information to arrange mediation sessions, keep case records, communicate with you about the process, and where required provide documents connected to the mediation process, including requested court documents.

5. Our lawful basis for processing

We process your information because:
• It is necessary to provide the service you request (contract)
• It is in our legitimate interests to assess referrals and manage cases and improve services
• We may process information to meet safeguarding or legal responsibilities where necessary

6. Who we may share your information with

We treat your information confidentially and do not normally share the details of your case outside Mediation Plus. However, we may share information about where there is a risk of serious harm, safeguarding concerns arise or where we are legally required to do so. We provide referrers with an update on the stage of mediation reached, but do not share any details of the mediation meetings. Details of agreements reached will only be shared with referrers with your explicit consent.

We may also share your information with secure IT providers who host our systems and in anonymised form for reports to funders.

7. How long we keep your information for

We retain case files for up to 3 years after closure, or up to 6 years for Family Mediation cases. After this time, both paper and electronic records are securely destroyed. If you are referred but do not take part, this data retention policy still applies.

8. How we store your information

All information is stored securely. Access is limited to authorised staff and trained volunteers involved in delivering the service.

9. Your data protection rights

You have the right to:
• Ask for copies of your personal information
• Ask us to correct inaccurate information
• Ask us to delete your information in certain circumstances
• Ask us to restrict how we use your data
• Object to how we process your data
• Request transfer of your data where applicable

You can exercise your rights by contacting admin@mediation-plus.org.uk. We will normally respond within one month.

10. How to complain

If you are unhappy with how we use your information, please contact us first.

You also have the right to complain to the Information Commissioner's Office:

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

Helpline: 0303 123 1113
Website: www.ico.org.uk

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