



# Privacy Policy

LKW Family Mediation is committed to ensuring that your privacy is protected and will treat all information held about you in accordance with this policy which is in line with current UK legislation. For these purposes LKW Family Mediation is a 'data controller' meaning that we decide how and why the personal data that we collect is used.

This Privacy Policy explains

- How we collect personal information
- How we use the information which we collect
- Your rights and how you can manage the use of your personal information
- Procedures that we have in place to safeguard your privacy and how we use cookies
- How you can contact us or make a complaint.

## 1. The information we collect

We only gather the personal information we need for business purposes in order to provide you with the services you have requested, as well as appropriate news and information (where you have agreed to this either on your Mediation Information Form or separately with us). The personal information we typically collect includes:

- Your name, address and email address
- Contact telephone numbers for you
- Information about your separation and your children
- Information about your financial situation including assets and accounts held by you (or which you have an interest in)
- Information about your health which may include any health concerns you have and details of any counselling or therapy you have attended or are attending. We will ask you for your specific consent to obtain information about your health.

- We may also hold copies of your passports or driving licence for the purposes of anti-money laundering checks.

## **2. How we Use It**

For the provision of our services: We may use the information we gather to provide you with the services you have requested. Your information may be shared with agents of LKW Family Mediation to enable us to perform the services you have requested. This will only be where it is essential. We need to process your personal information in this way to enter into and perform our obligations under the contract we have with you.

If you have opted in via our website, via your Mediation Information Form or via email to receive marketing communications from us, we will handle your personal information (your name and email address) to provide you with marketing communications. When we send you marketing emails we rely on your consent to contact you for marketing purposes. You are not under any obligation to provide us with your personal data for marketing purposes. You can tell us that you do not want your personal information to be processed in this way at any time by contacting us at [admin@lkwfamilymediation.co.uk](mailto:admin@lkwfamilymediation.co.uk) or by following the unsubscribe link in every marketing communication you receive from us.

If you are undertaking mediation with us then we will require a level of information to enable us to provide family mediation services to you. If you have any concerns about the information to be provided (such as that set out in the Mediation Information Form, Agreement to Mediate or in this Privacy Policy then please discuss it with us at the outset before attending any meeting with us). Your information may also be shared with the Family Mediation Standards Board to enable us to deal with any complaint made by you in accordance with our [Complaints Policy](#).

In accordance with the terms of our Agreement to Mediate we may also share details with our respective Professional Practicing Consultants (PPCs) for the purposes of professional oversight and occupational supervision. From time to time our PPCs may review our files for the purposes of quality assurance and professional oversight.

If you wish to come to joint meetings (and we have assessed that mediation is suitable) then from the point where we set up joint meetings information will be shared between you and your ex-partner in accordance with the provisions set out in the Agreement to Mediate that you will have been provided with. All information shared with us will be shared with your ex-partner unless to share the information would put anybody at risk of harm. If you have any concerns about this then please speak to us at the outset so that everyone is clear about how information will be shared in accordance with the principles of mediation.

## **3. Technical Information and Analytics**

When you visit our site we may automatically collect the following information:

- Technical information, including the internet protocol (IP) address used to connect your computer to the internet, browser type and version, time zone setting, browser plug-in types and versions, screen resolution, operating system and platform; and

- Information about your visit, including the full Uniform Resource Locators, clickstream to, through and from our site (including date and time) page response times, download errors, length of visitors to certain pages page interaction information (such as scrolling, clicks, and mouse-overs) and methods used to browse away from the page.

We may combine the information you provide to us with the information we collect from you.

#### 4. How we Protect Your Information

The internet is not a secure medium but we have put in place various security procedures to protect your data. We take the security and privacy of our clients' personal information extremely seriously which includes the storage, access and disclosure of your information.

All information you provide to us is stored securely and we regularly review the way we store information to ensure that this is as secure as it can be.

#### 5. You and Your Information

You have certain rights in respect of the management of the personal data we hold about you. You can exercise any of these rights by contacting us. The easiest way to get in touch is likely to be by emailing us at [admin@lkwfamilymediation.co.uk](mailto:admin@lkwfamilymediation.co.uk)

- The right of access
  - You are entitled to receive confirmation as to whether your personal information is being processed by us, as well as various other information relating to our use of your personal information.
  - You also have the right to access your personal information which we are handling.
  
- The right of rectification

You have the right to require us to rectify any inaccurate personal information we hold about you. You also have the right to have incomplete personal information we hold about you completed, by providing a supplementary statement to us.
  
- The right to data portability

You have the right to receive the personal information we hold about you in a structured, standard machine readable format and to send this to another organisation controlling your personal information.
  
- The right to erasure

You have the right to require us to erase your personal information which we are handling in the following circumstances:

  - We no longer need to use your personal information for the reasons we told you we collected it for
  - Where we needed your consent to use your personal information and you have withdrawn your consent (this is save for when you have attended a mediation meeting with us as set out below)
  - You object to our use of your personal information and we have no compelling reason to carry on handling your personal information
  - Our handling of your personal information has broken the law
  - We must erase your personal information to comply with a law we are subject to

- As per the information in our Mediation Information Form we are required to hold your data for a minimum period of five years where you have entered mediation with us (via at least an initial mediation meeting) in accordance with the terms of our Professional Indemnity Insurance
- The right to complain  
You have the right to lodge a complaint with the Information Commissioner's Office, the supervisory authority for data protection issues in England and Wales.

## **6. Your Right to Object**

You have the right to object to us handling your personal information when:

- We are handling your personal information based on our legitimate interests (described in section 2 above). If you ask us to stop handling your personal information in this way, we will stop unless we can show you that we have compelling grounds as to why our use of your personal information should continue.
- For marketing purposes. If you ask us to stop handling your personal information on this basis, we will stop.

## **7. How long we retain your data for**

Where you have undertaken at least one mediation meeting (a MIAMS or joint mediation meeting), we will retain your data for a period of five years, to ensure that we are able to assist you should you have any questions, feedback or issues in connection with any services we have provided to you. This is also a requirement of our Professional Indemnity Insurers. We may retain data for statistical purposes after 5 years but this will be held on an anonymous basis with nothing that can identify you.

Where we have used your personal information to contact you for marketing communications we will contact you:

- At least every year to ensure you are happy to continue receiving electronic communications

If you tell us that you no longer wish to receive marketing communications from us, we promise to stop sending them to you.

Where we have processed your data for any other reason (such as where you have contacted us with an initial enquiry) we will retain your data for a period of a year.

## **8. What happens if we change our privacy policy?**

If we change our Privacy Policy we will post the changes on the relevant page of our website.

## **9. Cookies**

We may obtain information about your general internet usage by using a cookie file which is stored on your browser or the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve the website and to deliver a better and more personalised service.

If you continue to use the website, you agree to our use of cookies. Cookies are widely used in order to make the website work, or work more efficiently, as well as to provide information to the owners of the site.

You can block cookies by activating the setting on your browser which allows you to reduce the setting of all or some cookies. However, if you use your browser settings to lock all cookies (including essential cookies) you may not be able to access all or parts of the website. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies as soon as you visit our site.

## **10. Websites we Link to**

Our site connects you to different websites. If you follow a link to any of these websites or use their services, please note that you have left our site and these websites have their own privacy policies.

We do not accept any responsibility or liability for the policies of these websites. Please check their policies before you submit any personal information to these websites.

## **11. Changes to this Privacy Policy**

Any changes we make to our Privacy Policy in the future will be posted on our website and, where appropriate, notified to you by email or post. Please check back frequently to see any updates or changes to our Privacy Policy.

## **12. How to contact**

Please contact our Data Protection Officer, Louisa Whitney, if you have any queries or feedback on our website, our Privacy Policy or how we are using your data.

Email: [louisa@lkwfamilymediation.co.uk](mailto:louisa@lkwfamilymediation.co.uk)

Telephone: 01306 320520

This Privacy Policy was last updated on 18<sup>th</sup> April 2024.