

## **Privacy Policy**

### **Our Privacy Policy explains:**

What information we collect and how we collect it  
Why and how we use your information.  
How long we keep your information  
How we may share your information  
Your rights on the information we hold about you  
Security-How we keep your information safe  
Changes to this Privacy Policy  
How to Contact Us  
The Data Controller is Children First Family Mediation

### **General statement**

Children First Family Mediation(CFFM) takes very seriously your personal information in terms of obtaining it lawfully using it appropriately, storing it securely and not sharing it with anyone outside our organisation. We abide by the requirements of the Data Protection Act 1998 and the General Data Protection Regulation (GDPR). We are also registered with the Information Commissioner's office and subject to their oversight and regulation.

Your information is never shared with anyone for marketing purposes

We are committed to keeping your data as safe and secure as possible and to protect it against unauthorized access. However, as transmission of information via the internet can never be completely secure we cannot guarantee complete security and your information is provided at your own risk.

### **Information We Collect**

We only collect and process information from you in order to provide our services as part of our contract with you and for the other purposes set out in Use of Information below

We may collect the following information

- Personal information (for example, your name, email address, mailing address, phone numbers, date of birth and address)
- Sensitive Personal Data mainly details of your children

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

- Self Referral Forms on our websites (this is sent only with your consent and with a view to providing you with our service -see agreement at end of Referral Form)
- Referrals from organisations e.g. Cafcass, Family Solicitors
- We may also collect information from telephone conversations, emails and written and verbal communications and from records of any sessions

## **Use of Information**

Your Personal Data may be used in the following ways:

- a. To provide our services in our contract with you,
- b. To respond to your requests and inquiries,
- c. To improve our services, for example,
- d. To request your participation in surveys or other initiatives which help us to gather information used to develop and enhance our services,
- e. To comply with applicable law(s) (for example, to comply with a search warrant or court order) or to carry out professional ethics/conduct investigations,
- f. To enable us to provide, to maintain our own accounts and records and to support and manage our staff.

## **Consent and lawful Processing of data.**

We collect and process data in line with our legitimate interests, which include processing such Personal Data for the purposes of

- providing a service to you under contract, and enhancing the provision of our services.
- administration and service delivery

## **How long will we keep your information?**

Files are stored for a maximum of 6 years

## **Sharing and Disclosure to Third Parties**

We do not share your personal data with any third parties apart from in the following circumstances

1. Risk to children when we have a duty to alert the relevant authorities (usually local authority social workers) as part of our overall responsibility to safeguard children.
2. If you are provided with free government funded family mediation and the Legal Aid Agency seeks to audit your files
3. You request or authorize the disclosure of your personal details to a third party.
4. 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).

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

## **Parents and Children**

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

## **Subject Access/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 ***Sheena Adam, Service Director***

## **Information security**

We are working to protect your personal information that we hold, its confidentiality, integrity and availability.

- We regularly 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 subject to strict contractual confidentiality obligations and they may be disciplined or 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 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.

## **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 ICO to resolve any complaints regarding the transfer of personal data that we cannot resolve with our users directly.

## **Changes**

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

## **How to Contact Us**

**E:mail:** [infocffm@btconnect.com](mailto:infocffm@btconnect.com)

**Phone:** 0161 341 0257