



MEDIATION
IN THE WORKPLACE

Privacy Notice

Effective Date: 23rd May 2018

This privacy notice discloses the privacy practices for **Mediation in the Workplace Ltd** and our website; <http://www.mediationintheworkplace.co.uk>

Purpose of this Privacy Notice

This privacy notice applies information collected by us and it will notify you of the following:

- What information we collect;
- With whom it is shared;
- How it can be corrected;
- How it is secured;
- How policy changes will be communicated; and
- How to address concerns over misuse of personal data.

Responsibility for the Privacy of your Contact Information

Sarah Crayford Brown, as the Director of Mediation in the Workplace Ltd, takes responsibility for looking after your contact information and data.

Information Collection, Use, and Sharing

We are the controllers of the information collected through our website; emails and through personal contact and we only have access to, or collect, information that you voluntarily give us via email; or through other direct contact from you; or as a result of a direct referral from an existing client.

We will not sell or rent this information to anyone else.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfil your request.

If you have given us consent to do so, we may contact you via email in the future to tell you about our services and new developments, or changes to this privacy policy.

Your Access to and Control Over the Information

You may opt out of any future contact from us at any time. You can also do the following at any time by contacting us via the email address or phone number provided on our website:

- See what data we have about you, if any;
- Change/correct any data we have about you;
- Have us delete any data we have about you; and
- Express any concern you have about our use of your data

General Data collection and storage

We collect and store contact data in the following ways:

- On a Google Insightly CRM platform – this is controlled by Sarah Crayford Brown as the Director of Mediation in the Workplace Ltd. A copy of the Insightly Privacy Policy is available through our website;
- In emails – these are held in the personal email boxes of Sarah Crayford Brown;
- In DropBox – folders that are accessed and controlled by Sarah Crayford Brown;
- Within the contacts lists on a personal phone; and
- In paper copies of business documents e.g. proposals which are retained within a private office.

Mediation Qualification programmes – data collection, storage and usage

We collect data from delegates who attend our mediation programmes and share this with OCN London who are the awarding body for the qualifications. This data is required to process the mediation qualifications.

We will ask delegates who attend our mediation programmes whether they give consent to be contacted in the future with occasional mediation updates. The choice of whether to receive this communication rests with each delegate.

Those who have previously contacted Mediation in the Workplace Ltd expressing an interest in the mediation programmes, but prior to date of this policy, will continue to be advised of upcoming programmes under the *legitimate interests* within the GDPR. Each person will have an opportunity to opt out at any time. It will be made clear to those contacting Mediation in the Workplace Ltd about the mediation programmes after the date of this policy the basis upon which their data is being collected, stored and used and asked to consent to this.

Security

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

We use encryption to protect sensitive information transmitted on line, for example during an investigation, and we also protect your information offline and shred sensitive information that no longer needs to be retained.

Links

Our web site may contain links to other sites. Please be aware that we are not responsible for the content or privacy practices of such other sites. We encourage our users to be aware when they leave our site and to read the privacy statements of any other site that collects personally identifiable information.

Business and Networking events

We often meet new contacts at these events and we may request contact information. We will ensure that we make clear the purpose of the information collected and what we will do with it. Provision of this information is completely voluntary and you may choose whether or not to disclose this information to us. Information requested will generally be contact information and this will be used to progress business discussions.

We will ask you if you are willing for us to contact you in the future.

Notification of Changes

Whenever material changes are made to the privacy notice we will issue an updated privacy notice.

If you have concerns

If you feel that we are not abiding by this privacy policy, you should contact us immediately via telephone at 07932 150453 / 01249 446906 or via email at sarah@mediationintheworkplace.co.uk

23rd May 2018

Last reviewed May 2020