

**TOGETHER**  
MEDIATION

# Privacy Policy 2022





## Privacy Notice

This Privacy Notice contains important information on the personal information we collect about you and what we do with your information. If you are a client or prospect client, Together Mediation may collect and use information. We WILL NOT disclose your information to anyone unless required by the provision of our services.

Information may be requested by Together Mediation as part of the service provision for you. This may be collected from you directly or from someone acting on your behalf. We will process information about clients and prospect clients within our internal systems, deal with any transactions, maintain our own accounts and records to meet compliance obligations and manage our relationship with you including any marketing you agree to. Please opt out of marketing if required emailto:hello@togethermediation.co.uk.

From time to time, members of the public send information to us about their personal circumstances, including through the contact form on our website. Sometimes this is personal data or sensitive personal data.

## Holding and sharing information

When we use information for the purposes set out above, we may transfer and disclose it to persons acting on our behalf, including contractors who deliver or enable us to carry out the above tasks who will hold, process, transfer and use it on our behalf. These recipients may also process, transfer and disclose to third parties information for the purposes set out above. A list of those who hold your data and act on our behalf can be provided on request. Please emailto:hello@togethermediation.co.uk.

When we use information for the purposes set out above, we or others acting on our behalf may store the information held electronically in accordance with data protection. When we share personal data with service providers pursuant to our contractual arrangements with them, we will include appropriate safeguards to protect any personal data that we share with them. The data recipients include, for example, IT service providers and communications providers.

We may transfer personal data to third countries outside the UK and EU if secure data centres exist in other countries.

We keep information for up to 6 years after the relationship with the person who is the subject of the data has ceased except, we keep information relating to any law, legal or court proceedings.

## Accessing and correcting your information

You can make a written request for a copy of certain personal records we hold about you. In most cases we will not charge a fee; where we do charge a fee, this will be in line with the guidance set out by the Information Commissioner's Office (ICO) and based on the administrative costs incurred in dealing with the request. We will comply with such a request within a calendar month (with limited exceptions as per the ICO's guidance), and when provided, the data will be in an open, common format. If the data we hold is incorrect or incomplete, you can ask for this to be rectified at any time.

## Asking us to change your preferences and delete data

You should tell us if you change your mind about receiving marketing information.

We have a legitimate interest in holding information about clients and prospect clients. Requests to be removed will be respected, but information will be held in an archive in accordance with the our policies on data retention (see above).

## Information we may store on your computer

When you use any device to access the Together Mediation website, information may be stored on your device and accessed to improve your experience; improve the functionality, security and performance of the website; provide you with marketing and/or provide us with information about how our website is used and how you arrive at them.

## In the case of a breach

If a personal data breach occurs, we will record this and consider the likelihood and severity of the resulting risk to your rights and freedoms. If it's likely that there will be a risk then we will tell you & Information Commissioner's Office (ICO) within 72 hours, the nature of the data concerned, approximately how many people are affected and the consequences of this for them, also what measures we have taken or plan to take in response.

## Contact us

All enquiries about this policy and the information we hold about you, and requests to change marketing preferences can be made by emailto:hello@togethermediation.co.uk.

## Changes to the Privacy Notice

We may change this privacy policy from time to time.

10th January 2022

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## Get in touch

For further information, please contact us via one of the below methods:

T: 01291 639527

E: [hello@togethermediation.co.uk](mailto:hello@togethermediation.co.uk)

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