

Gateway Family Mediation

Privacy Notice

Who we are

At Gateway Family Mediation, we are committed to maintaining the trust and confidence of our clients and visitors to our website. In particular, we want you to know that Gateway is not in the business of selling, renting or trading personal data with other companies and businesses. In this Privacy notice, we have provided information on when and why we may disclose it to others and how we keep it secure.

Website

This privacy notice is on our website at www.gatewaymediation.co.uk. We can provide you with a paper copy on request.

Personal Information

We do hold personal data. This is in order to provide you with the mediation services that you have engaged us to deliver or to ensure that you have access to the mediation information and assessment process introduced by the Children and Families Act 2014. Any personal data collected in any way whether held on paper, on computer or other media, is held securely and will comply with the General Data Protection Regulations. We endorse and adhere to the Data Protections principles as set out in GDPR.

We undertake to ensure your personal data shall be

- a. processed lawfully, fairly and in a transparent manner
- b. collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes

- c. adequate relevant and limited to what is necessary in relation to the purposes for which they are processed
- d. accurate and where necessary kept up to date
- e. kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data is processed and
- f. processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful disclosure and against accidental loss, destruction or damage using appropriate technical or organisational measures

In order to fulfil our provision of mediation services we may pass your data to other companies, namely carefully selected software providers including but not limited to Resolve IT and Webminus IT Solutions purely to transact your requirements effectively. Further, we have ensured that all of our software partners are secure and comply with GDPR themselves. From time to time, our Professional Practice Consultants or the Legal Aid Agency may require sight of your file but this is also on a strictly confidential basis. It is shared with the FMSB in the event a formal complaint is made to them.

Access to your personal information

You are entitled to view, amend or delete free of charge, the personal information that we hold. Email your request to Jenny Sanders on jks@gatewaymediation.co.uk

Gateway Family Mediation is a data controller registered with the Information Commissions office.