



## Privacy Notice – Mediation Service users

Medway Voluntary Action is committed to safeguarding and preserving the privacy of those people who use its services either on line or in person.

### What Information do we collect?

- Name and address
- E-mail address and phone number
- Sensitive personal information, including gender, ethnicity, age, any disabilities
- Details about the complaint that has led to the mediation

### How do we use your information?

We use the information that we collect to provide our mediation services.

We will ensure, via this Privacy Notice that all individuals are clear as to how their data is used, stored and shared.

We will keep a record of all information we share in relation to this service. We will also hold an Information Asset Register that will record:

- the information that we hold,
- where it is held and who is responsible for the information,
- how much information is held and whether any of it is personal information or special category personal information,
- who has access to the information,
- who is responsible for the information,
- whether the information is shared and, if so, with whom,
- the risks relating to the information and what the impact would be if those risks materialised.

We will maintain a record of our processing activities.

We will ensure that our employees are able to access only the shared personal information necessary for their role and that they are appropriately trained so that they understand their responsibilities in relation to personal information.

## **Lawful Basis**

The lawful bases under which we process your data are Consent and for the performance of a contract with the relevant individual(s)

## **Your rights**

You may exercise the rights available to you under data protection law as follows:

- The right to be informed about the collection and use of your personal data.
- The right of access to your personal data.
- The right to rectification – this includes a right for you to have inaccurate personal data rectified, or completed if it is incomplete.
- The right to erasure of personal data.
- The right to restrict processing – you have the right to request the restriction or suppression of your personal data.
- The right to data portability allows you to obtain and reuse your personal data for your own purposes across different services.
- The right to object to the processing of your personal data in certain circumstances..
- Rights in relation to automated decision making and profiling.

We respond to all requests we receive from individuals wishing to exercise their data protection rights in accordance with applicable data protection laws

## **Data Storage**

We will hold all data relating to mediation clients securely. All computer files will be password protected in folders that are only accessible to those who need access to them.

Any paper copies will be filed in a lockable filing cabinet, and transported in a lockable case.

## **Data Sharing**

We will always consider the impact on the individual of sharing their information and whether that impact is justified; and we will take care when we share opinions about individuals and will make sure there is a proper evidential basis for the opinions.

The only people with whom your data is shared are the staff and volunteers delivering the service and their managers, for the purpose of keeping records and reporting of statistics.

The only time we will share any of your data without needing to provide a lawful basis for the sharing include the following:

- For the purposes of preventing or detecting crime, the apprehension or prosecution of offenders;
- For the purposes of maintaining effective immigration control;
- The sharing is required by a rule of law or a court/tribunal order;

- For the purposes of actual or prospective legal proceedings;
- For the discharging of our functions protecting the public in relation to financial loss;
- For the discharging of our functions protecting the public from maladministration and failures by a public body;

**Data Retention**

Data will be kept for the duration of the service plus a maximum of six months thereafter.

**Contacting Us**

E-mail: [info@mva.org.uk](mailto:info@mva.org.uk) regarding any matter relating to this privacy policy

