

# Privacy Notice



Mediation  
Training and Consultancy

## 'LADR' Privacy Notice

Lesley Allport Dispute Resolution

### Contact details

Website: <https://www.ladr.net>

Phone Number: 07801 843185

E-mail: [lesley.allport@ladr.net](mailto:lesley.allport@ladr.net)

### Your Privacy

We recognise how important it is to keep any information we may have about you private and secure. This notice gives you information about the personal information we need to collect from you and how we store that safely.

You have certain rights to access the information we collect about you and you will find further information about these below.

This policy is relevant to clients and users of LADR namely:

- participants in mediation
- delegates and attendees on training programmes and CPD events
- supervisees who use LADR for Professional Practice Consultancy (PPC)

LADR is registered with the Information Commissioners Office as a data controller.

The information collected by LADR will only be used lawfully and will be processed in ways that comply with the relevant legislation.

### The type of information we collect and why

The kind of information we collect from you depends to some extent on the service you require.

In all circumstances we require some basic information such as your name, date of birth, contact details (address and email) and phone number.

For specific services we will require other additional information, examples of which are given below:

- **Participants in Mediation**

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We may require details of a sensitive nature such as your family and living arrangements, your financial situation, any court orders affecting the decisions you might make, prior involvement of police or social services and anything which may relate to issues of a safeguarding nature.

This is to enable us to offer mediation and support your decision making on the basis of informed discussions that are fair and transparent for everyone.

- **Delegates attending training**

Where appropriate we will collect details of your previous qualifications and experience, your attendance on the programme, details of submitted work and evidence of your skills demonstrated in role plays and assessments (including video assessments).

This is in order that we can support your learning and also demonstrate to the relevant regulatory bodies that the training you have attended meets the appropriate criteria.

- **Supervisees**

The information stored will include details of attendance at supervision sessions, assessments and written information relating to professional development, details of your professional body and some limited information about your mediation clients (for example, when signing court forms or dealing with complaints.)

This is in order to be able to demonstrate that professional requirements for supervision are met and to facilitate aspects of the PPC role.

## How we collect your information

Most of the personal information we process is provided to us directly by you by phone or in writing for one of the following reasons:

- You have approached LADR in order to enter into mediation and
  - have engaged in an initial conversation to determine whether you wish to proceed
  - have provided information during the course of the mediation which is central to the discussions
- You have approached LADR in order to attend a training programme and
  - have completed an application form requesting this information
  - have attended the programme during the course of which evidence has been gathered in order to support your learning

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- You have approached LADR for PPC services and entered into a Supervision Agreement containing this information

LADR also receives, but does not store personal information indirectly from CMP Resolutions when acting for them as an Associate Practitioner delivering mediation or mediation training. CMP Resolutions stores data for its clients on secure file servers using a cloud based Customer Relationship Management System and only shares information with those working on a particular project.

## Lawful Bases for Collecting Information

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

- (a) Your consent:** Where you have given your permission for us to store your data. You are able to remove your consent at any time. You can do this by contacting Lesley Allport using the contact details at the top of this document.
- (b) We have a contractual obligation:** Where we have entered into an agreement to provide services to you
- (c) We have a legal obligation:** where we must comply with the law in the provision of our services to you
- (d) We have a vital interest:** where you or someone close to you may be at risk of serious harm
- (e) We have a legitimate interest:** where we need this information in order to deliver our services effectively

## What we do with the information we have

We use the information that you have given us in order to provide our services; evaluate and continuously improve our services; inform you of other services you may wish to take up; respond to your enquiries; request your participation in surveys or research; provide and maintain records of our services.

We will not share your information with other organisations.

In the event that you are dissatisfied with our services and wish to make a complaint via one of the professional bodies to which LADR belongs (The Family Mediation Council; the College

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of Mediators; the Civil Mediation Council) it may be necessary to share relevant information with that body in order to help resolve the issue.

## How we store your information

Your information is securely stored electronically on a computer which is password protected.

Files and folders containing documents such as mediation outcomes or training assessments will be stored in files and folders that are encrypted and / or password protected.

We keep final documents, assessment details and supervision records for a period of 7 years. We will then dispose of your information by deleting them from our system. Handwritten notes made during the course of mediation sessions will be destroyed at the end of the mediation. Please see our Complaints Procedure for further information on how to make a complaint.

## Your data protection rights

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information, known as a Subject Access Request (SAR)

**Your right to rectification** - You have the right to ask us to rectify information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal data in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us using the contact information at the top of this document if you wish to make a request.

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## **How to complain**

To make a complaint about data collection and storage, or about any other aspect of our service please download our Complaints Procedure [here](#):

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Helpline number: 0303 123 1113