



PRIVACY POLICY

1) Introduction

Richard Gilbert trading as Family Reflections Mediation is committed to safeguarding the privacy of our website visitors and service users.

We are an independent mediation practice specialising in helping separating or divorcing couples resolve all types of disputes, primarily in childcare and finances.

Please read the following information carefully.

This Privacy Notice for Richard Gilbert trading as Family Reflections Mediation (**'we', 'us', or 'our'**) describes the types of personal information we collect, why we collect it, how we use it, the conditions under which we may disclose it to others, how long we keep it for, how we keep it secure, (**'process'**) and what your rights are in relation to your information.

If you have any requests concerning your personal information or any queries about these practices, please contact us by email at richard.gilbert@familyreflectionsmediation.co.uk

The processing of personal data is governed by the General Data Protection Regulation (GDPR).

2) Key Points

2.1) What personal Information do we process?

When you visit, use or navigate our website, we may process personal information depending on how you interact with us, the service choices you make and the information you provide to us.

Personal information provided voluntarily by you may contain the following information:

- Names
- Addresses
- Telephone numbers
- Email addresses
- Date of birth
- Occupation
- Marital Status
- Dependants

Sensitive Information. When necessary, with your consent or as otherwise permitted by law, we may process the following categories of sensitive information.

- Health data
- Information revealing race or ethnic origin
- Financial data

All information that you provide to us must be true, complete and accurate, and you must notify us of any changes to such personal information.

2.2) How do we process your information?

We process your information with your consent to provide, improve and administer our services, communicate with you, for security and to comply with law.

We process your personal information for a variety of reasons, depending on how you interact with our services, including:

- **To respond to your enquiries.** We may process your information to respond to your enquiries.

- **To deliver and facilitate delivery of our services.** We may process your information to provide you with the requested service.
- **To protect our services.** We may process your information as part of our efforts to keep our services safe and secure, including fraud prevention.
- **To comply with our legal obligations.** We may process your information to comply with our legal obligations, respond to legal requests and to defend our legal rights.
- **To keep you informed.** To keep you up to date on products and services we think may be of use to you.

2.3) When and With Whom do we share your personal information?

We may share information in specific situations. With vendors, consultants and other third-party service providers. We may share your data with a third party who performs services for us or on our behalf and require access to such information to do that work.

Personal information may be shared with our website Hosting Service Providers.

Information will be shared with the FMSB (Family Mediation Standards Board) in the event that a formal complaint is made to the FMSB, to which that information pertains.

We won't share your data outside of our business and core processing services without your consent.

2.4) How Long do we keep your information?

We will only keep your information for as long as it is necessary for the purposes outlined in this privacy notice, unless a longer retention period is required or permitted by law (e.g. tax, accounting or other legal requirements).

When we have no ongoing legitimate business need to process your personal information, we will either delete or anonymise such information, or, if this is not possible (for example, because your information has been stored in backup archive), then we will securely store your personal information and isolate it from any further processing until deletion is possible.

All physical records will be stored securely and securely shredded when no longer required for business purposes or required by law.

2.5) How do we keep your information safe?

We aim to protect your personal information through a system of organisational and technical security measures.

We have implemented appropriate and reasonable technical and organisational security measures designed to protect the security of any personal information we process. However, despite our safeguards and efforts to secure your information, no electronic transmission over the internet, email traffic or information storage technology can be guaranteed to be 100% secure, so we cannot promise or guarantee that hackers, cybercriminals, or other unauthorised third parties will not be able to defeat our security and improperly collect, access or modify your information.

Although we will do our utmost to protect your personal information, transmission of personal information to and from our Services is at your own risk. You should only access the Services within a secure environment.

2.6) What are your privacy rights?

We may review, change or terminate your account at any time.

Unless subject to an exemption [under the GDPR], you have the following rights with respect to your personal data:

- The right to request a copy of your personal data that Richard Gilbert trading as Family Reflections Mediation holds about you.
- The right to request that Richard Gilbert trading as Family Reflections Mediation corrects any personal data if it is found to be inaccurate or out of date;
- The right to request your personal data is erased where it is no longer necessary for Richard Gilbert trading as Family Reflections Mediation to retain such data;
- The right, where there is a dispute in relation to the accuracy or processing of your personal data, to request a restriction is placed on further processing;
- The right to data portability

- The right to object to any automated individual decision making
- The right to object to the processing of your personal data
- The right to lodge a complaint with the Information Commissioner's Office (ICO).

If you have any questions or comments about your privacy rights, you may email us at richard.gilbert@familyreflectionsmediation.co.uk

2.7) Do we make updates to this notice?

We may update this privacy notice from time to time or as necessary to stay compliant with relevant laws.

The updated version will be indicated by an updated 'Revised' date at the top of the privacy notice. If we make material changes to this privacy notice, we may notify you either by prominently posting a notice on our website of such changes or by directly sending you a notification. We encourage you to review this privacy notice frequently to be informed of how we are protecting your information.

3) How can you contact us about this Notice

If you have questions, comments or require further information about this Policy, you may contact our Data Protection Officer (DPO) by email at richard.gilbert@familyreflectionsmediation.co.uk

If you have any issues, you reserve your right to lodge a complaint relating to your data protection, should you wish to do so please contact the Information Commissioners Office (the ICO) via their website ico.org.uk

4) How to Review, Update or Delete the Data we collect from you

You have the right to request access to the personal information we collect from you, details about how we have processed it, correct inaccuracies, or delete your personal information. You may also have the right to withdraw your consent to our processing of your personal information. These rights may be limited in some circumstances by applicable law. To request to review, update, or delete your personal information, please email us at richard.gilbert@familyreflectionsmediation.co.uk

5) How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to user needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

6) Google Analytics

This website uses Google Analytics, a web analytics service provided by Google, Inc. ("Google"). Google Analytics uses "cookies", which are text files placed on your computer, to help the website analyse how users use the site. The information generated by the cookie about your use of the website (including your IP address) will be transmitted to and stored by Google on servers in the United States.

Google will use this information for the purpose of evaluating your use of the website, compiling reports on website activity for website operators and providing other services relating to website activity and internet usage. Google may also transfer this information to third parties where required to do so by law, or where such third parties process the information on Google's behalf. Google will not associate your IP address with any other data held by Google.

You may refuse the use of cookies by selecting the appropriate settings on your browser, however, please note that if you do this you may not be able to use the full functionality of this website. By using this website, you consent to the processing of data about you by Google in the manner and for the purposes set out above.

7) Links to Third Party websites

Our website may contain links to enable you to visit other websites of interest easily. Please note that we do not have any control over third party websites. We cannot be responsible for the protection and privacy of any information you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.