

Mediation4Families Privacy Policy

Last updated: 30 September 2026

Website: www.mediation4families.online

Data Controller: Mediation4Families

Location: Woodhall Spa, Lincolnshire, United Kingdom

Contact: mediate@mediation4families.online

1. Who We Are

Mediation4Families provides family mediation services across the UK. As the Data Controller, we determine how and why your personal data is processed.

2. What Personal Data We Collect

We collect only the information necessary to deliver mediation services, operate our website, and comply with legal obligations.

- **Identity data:** name, contact details, address
 - **Case information:** details relevant to family mediation
 - **Financial data:** payment records, invoices
 - **Technical data:** IP address, browser type, device information
 - **Communication data:** emails, enquiry forms, session notes
 - **Website usage data:** cookies, analytics
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3. How We Collect Your Data

- Directly from you (forms, emails, phone calls, mediation sessions)
 - Automatically via our website (cookies, analytics tools)
 - From third-party providers (payment processors, scheduling tools)
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4. Why We Use Your Data

We process your data for:

- Delivering mediation services
- Managing appointments and communication

- Preparing mediation summaries or documentation
 - Complying with legal and regulatory obligations
 - Improving our website and services
 - Handling complaints and safeguarding concerns
 - Processing payments and invoices
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5. Lawful Bases for Processing

We rely on:

- **Contract:** to provide mediation services
 - **Legal obligation:** safeguarding, tax, accounting, regulatory compliance
 - **Legitimate interests:** running our business, improving services, ensuring security
 - **Consent:** for optional communications or non-essential cookies
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6. Who We Share Your Data With

We only share data when necessary:

- Professional mediation supervisors
 - Legal Aid Agency (for legally aided cases)
 - IT service providers (secure hosting, email, analytics)
 - Payment processors
 - Regulatory bodies (ICO, FMC) if legally required
 - Authorities where safeguarding or criminal concerns arise
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7. International Data Transfers

If any service provider stores data outside the UK, we ensure appropriate safeguards are in place.

8. Data Retention

We retain personal data only as long as necessary:

- Mediation case files: typically 6 years
 - Financial records: 6 years
 - Website analytics: 26 months
 - Enquiry emails: up to 24 months
 - Cookies: according to cookie type
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9. Data Security

We use appropriate technical and organisational measures:

- Encrypted devices and secure cloud storage
 - Access controls and password protection
 - Regular security reviews
 - Staff confidentiality and data-handling training
 - Secure disposal of documents
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10. Your Rights

You have the right to:

- Access your personal data
- Correct inaccurate data
- Request deletion
- Restrict processing
- Object to processing
- Data portability
- Withdraw consent
- Lodge a complaint with the ICO

Information Commissioner's Office (ICO)

Website: www.ico.org.uk

Telephone: 0303 123 1113

11. Cookies & Tracking

Our website uses cookies to:

- Enable essential site functionality
- Improve performance and analytics
- Understand visitor behaviour

You can manage cookies through your browser settings or our cookie banner.

12. Children's Data

Where mediation involves children or young people, we process only the information necessary to support the mediation process.

13. Complaints Handling

If you have concerns about how your data is handled:

1. Contact us at mediate@mediation4families.online
 2. We will acknowledge your complaint within 7 days
 3. We will provide a full response within 30 days
 4. You may escalate to the ICO if unsatisfied
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14. Changes to This Policy

We update this Privacy Policy when our services, technology, or legal obligations change.

15. Contact Us

Email: mediate@mediation4families.online

Address: Woodhall Spa, Lincolnshire, United Kingdom