

## **Privacy Policy**

Impartial Mediation Ltd are committed to protecting and respecting your privacy. This policy aims to help you understand how we treat your personal information.

### **Information We May Collect From You**

You may give us information about you by filling in forms on our site or by corresponding with us by phone, e-mail or otherwise. This includes information you provide when you make a booking, subscribe to our services, or if you join a waiting list. The information you give us may include your name, address (both personal and professional), professional specialisms and interests, qualifications, role, e-mail addresses, and phone numbers.

### **Information We Receive From Other Sources**

Impartial Mediation Ltd may receive information about you from the organisation for which you work, professional membership organisations we work with or third parties including our business partners. We may also obtain information about you which is publicly available on third party sites such as social media sites, website of the organisation for whom you work and websites of professional bodies of whom you are a member. The information we obtain from such sources may include details about the organisation for whom you work, your name and contact details, your qualification date and your professional specialisms.

### **How Do We Use the Information?**

- To carry out our obligations and provide you with information arising from any bookings you make with us;
- To provide you with reminders in respect of actions you need to take;
- To provide you with relevant information about our products and services;
- To improve and customise our services for our customers; and
- Protecting ourselves (and our customers) against unlawful activity, fraud, IP infringement, and security risks.

Impartial Mediation Ltd rely on various legal bases to process your personal information. These include (a) where the processing is necessary for us to perform our obligations under our contract with you; (b) where you have given us your consent to use your personal information in a certain way; and/or (c) where the processing is necessary for our legitimate interests (provided these interests do not override your privacy in any way).

Our legitimate interests referred to above are the interests of Impartial Mediation Ltd in conducting and managing our business to enable us to give you the best possible service.

Please also note that where we have obtained your consent for certain processing of your personal information, you have the right to withdraw such consent at any time.

Certain personal data will be required in order to enter into contracts with us and for us to perform the services. When asking you for personal data we will identify any such required personal data. If you do not provide such personal data we may not be able to enter into a

contract with you and/or we may not be able to successfully provide you with certain services.

### **Who Do We Share Your Personal Data With?**

We may share your personal information with third parties as described below:

- Support staff, business partners and suppliers for the performance of our services to you;
- Analytics and search engine providers that assist us in the improvement and optimisation of our site;
- In the event that we sell any business or assets, in which case we may disclose your personal data to the seller or buyer of such business or assets; and
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms and conditions, or to protect the rights, property, or safety of us, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

### **Where We Store Your Personal Data**

Your data is processed and stored securely in the UK. All information you provide to us is stored on our secure servers. Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

### **How Long Do We Store Your Personal Data For?**

We will retain your information for as long as necessary in order to fulfil the purposes set out in this policy. We will also retain your information to the extent necessary to comply with our legal obligations (for example, if we are required to retain your information to comply with applicable laws), resolve disputes, and enforce our agreements.

We may also retain certain data regarding the use of our site for internal analysis – this data is generally retained for a short period of time unless it is used to help us keep the site secure or to improve functionality, or we are otherwise legally required to retain such data for longer time periods.

### **Unsubscribe Policy**

You have the right to ask us not to process your personal data for marketing purposes. You can unsubscribe at any time by emailing [info@impartialmediation.co.uk](mailto:info@impartialmediation.co.uk) or clicking the unsubscribe link in our promotional emails.

Our site may sometimes contain links to the websites of our business partners and affiliates. If you follow a link to these websites, please note that these organisations will have their own privacy policies and that we do not accept any responsibility or liability for those policies. Please check before you submit any personal data to such websites.

### **Your Rights In Relation To Your Personal Information**

You can access, correct, change, limit or delete your personal information and your contact preferences by contacting us.

Upon your request, Impartial Mediation Ltd will provide you with information about any personal information we hold about you.

In certain cases where we process your information, you may also have a right to restrict or limit the ways in which we use your personal information. In certain circumstances, you also have the right to object to the processing of your personal information, to request the deletion of your personal information and to obtain a copy of your personal information in an easily accessible format.

Please contact our Data Protection Officer by email for more details regarding the above via [info@impartialmediation.co.uk](mailto:info@impartialmediation.co.uk)

### **Contact and Complaints**

Questions, comments, requests or complaints regarding this privacy policy should be addressed to [info@impartialmediation.co.uk](mailto:info@impartialmediation.co.uk)

You also have the right to lodge a complaint with the Information Commissioner's Office.

### **Cookies**

This website uses cookies to better the users experience while visiting the website. Cookies are small files saved to the user's computer's hard drive that track, save and store information about the user's interactions and usage of the website. This allows the website, through its server to provide the users with a tailored experience within this website.