



Rowan Tree Mediation - Client Privacy Notice

This privacy notice tells you what to expect us to do with your personal information.

1. Our contact details
2. What information we collect, use, and why
3. Lawful bases and data protection rights
4. Where we get personal information from
5. How long we keep information
6. Who we share information with
7. How to complain

1. Our contact details

Telephone: 07521 692924

Email: rebecca@rowantreemediation.co.uk

Website: www.rowantreemediation.co.uk

2. What information we collect, use, and why

We collect or use the following information to provide and improve products and services for clients:

- Names and contact details
- Addresses
- Gender
- Pronoun preferences
- Occupation
- Date of birth



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- Marital status
- Third party information (such as family members or other relevant parties)
- Financial data (including income and expenditure)
- Transaction data (including details about payments to and from you and details of products and services you have purchased)
- Information relating to compliments or complaints
- Records of meetings and decisions

We collect or use the following personal information for dealing with queries, complaints or claims:

- Names and contact details
- Addresses
- Purchase or service history
- Customer or client accounts and records

3. Lawful bases and data protection rights

Under UK data protection law, we must have a “lawful basis” for collecting and using your personal information. There is a list of possible [lawful bases](#) in the UK GDPR. You can find out more about lawful bases on the ICO’s website.

Which lawful basis we rely on may affect your data protection rights which are set out in brief below. You can find out more about your data protection rights and the exemptions which may apply on the ICO’s website:

- **Your right of access** - You have the right to ask us for copies of your personal information. You can request other information such as details about where we get personal information from and who we share personal information with. There are some exemptions which means you may not receive all the information you ask for. [Read more about the right of access.](#)



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- **Your right to rectification** - You have the right to ask us to correct or delete personal information you think is inaccurate or incomplete. [Read more about the right to rectification.](#)
 - **Your right to erasure** - You have the right to ask us to delete your personal information. [Read more about the right to erasure.](#)
 - **Your right to restriction of processing** - You have the right to ask us to limit how we can use your personal information. [Read more about the right to restriction of processing.](#)
 - **Your right to object to processing** - You have the right to object to the processing of your personal data. [Read more about the right to object to processing.](#)
 - **Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you. [Read more about the right to data portability.](#)
 - **Your right to withdraw consent** – When we use consent as our lawful basis you have the right to withdraw your consent at any time. [Read more about the right to withdraw consent.](#)

If you make a request, we must respond to you without undue delay and in any event within one month.

To make a data protection rights request, please contact us using the contact details at the top of this privacy notice.

Our lawful bases for the collection and use of your data:

Our lawful bases for collecting or using personal information to provide and improve products and services for clients are:

- **Consent** - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.
- **Legitimate interests** – we’re collecting or using your information because it benefits you, our organisation or someone else, without causing an undue risk of harm to anyone. All of your data protection rights may apply, except the right to portability. Our legitimate interests are:
 - In order to provide effective and confidential mediation services to our clients, we need to obtain some personal information from them around



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areas of finances and parenting, so that these can be shared between mediation participants, in line with the transparency of the mediation process. Also so that confidential reports can be drawn up for our clients, as part of the outcome of the mediation process.

For more information on our use of legitimate interests as a lawful basis you can contact us using the contact details set out above.

Our lawful bases for collecting or using personal information for dealing with queries, complaints or claims are:

- Consent - we have permission from you after we gave you all the relevant information. All of your data protection rights may apply, except the right to object. To be clear, you do have the right to withdraw your consent at any time.

4. Where we get personal information from

- Directly from you
- Legal bodies or professionals (such as courts or solicitors)

5. How long we keep information

We keep client information (as part of client records) for five years after the conclusion of the mediation period.

6. Who we share information with

Others we share personal information with are:

- Our clients' legal advisors or other professional advisors
- Our clients' mediating participant(s), as part of the openness and transparency of the mediation process. What information is shared is



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discussed with clients at point of intake, before mediation commences.

7. How to complain

If you have any concerns about our use of your personal data, you can make a complaint directly to us using the contact details at the top of this privacy notice. You will find our Complaints Policy on our [website](#).

If you remain unhappy with how we've used your data after raising a complaint with us, you can also complain to the ICO.

The ICO's address:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113

Website: <https://www.ico.org.uk/make-a-complaint>