

BFM (Family Mediation Services) Limited Privacy Notice

BFM (Family Mediation Services Limited) is committed to ensuring your privacy is protected.

What data do we store?

When a mediation referral is received we store sufficient information to communicate with prospective mediation participants and to check that there is no conflict of interest, namely

- Names
- Addresses
- E-mail addresses
- Telephone numbers
- Details of solicitors acting for potential mediation participants

At a Mediation Information and Assessment Meeting:

- Details of mediation participants, their children and other relevant family members, including:
 - addresses,
 - dates of birth, cohabitation, marriage, and separation
 - occupation,
 - place of study
- issues of health matters, if relevant to the mediation
- issues of learning difficulties, if relevant to the mediation
- financial data, if relevant to the mediation
- other professionals who are supporting the family

If you decide to enter into family mediation, we may obtain and store additional detailed financial and other data.

What is the legal basis for us storing data?

When a mediation referral is received it is in the public interest to give all potential mediation participants access to the mediation information and assessment process introduced by the Children and Families Act 2014, s10.

If you decide to enter into family mediation you will sign an Agreement to Mediate and the basis will be contractual.

Why do we need to hold personal data?

When a mediation referral is received: to enable us to communicate with potential mediation participants and their solicitors and to check that there is no conflict of interest.

At a Mediation Information and Assessment Meeting: to enable us to provide information regarding the family mediation process and to assess whether family mediation is suitable for you.

If you decide to enter into family mediation: to enable us to manage the family mediation process and to produce relevant documentation on your behalf.

We may also retain data for lawful research and statistical purposes in accordance with the terms of the Agreement to Mediate.



How do we protect your data?

Our website & email is hosted by third party service provider Krystal Hosting Ltd.

Krystal Privacy Policy: <https://krystal.co.uk/terms#termsd>

Paper files are stored in the mediator's home office and are only removed from the office to conduct mediations at other locations. At these times the files remain in the physical possession of the mediator.

Computer files are stored on the mediator's personal computer. This is protected by a firewall & regularly updated anti-virus & anti-malware software.

Computer files are backed up with third party service provider Carbonite, Inc, located outside the EEA (European Economic Area).

About Carbonite <https://www.carbonite.com/what-is-carbonite/>

Carbonite Privacy Policy: <https://www.carbonite.com/terms-of-use/privacy-policy/>

Retention of data after a file is closed:

Paper files are destroyed.

Computer files are retained for up to six years so that we may deal with any enquiries, concerns or complaints that may be raised with us by mediation participants. At the end of this six year period all computer data is destroyed.

Some Promises

Your data will never be passed to a third party without your consent, other than as described in this notice, or unless we are required by law to do so.

If you would like a copy of the information that we hold we will provide on request and free of charge. If you discover an error in any personal data that we hold please let us know and we will rectify it.

In some circumstances, you may have a right to ask us to erase data or to restrict the use to which data is put.