

Privacy Policy

Data Protection Officer (DPO): Lisa Marsden Helfer, Managing Partner, lisa@taramediation.co.uk

This policy contains important information about how TARA Mediation processes and uses personal data.

Personal data is the information we handle to provide Mediation and related services to our clients, as well as prospective clients.

The way we process personal data complies with Data Protection law. Data Protection law includes the General Data Protection Regulation 2016/679, the Data Protection Act 2018, and all relevant data protection legislation.

Information is never shared outside of our organisation for marketing purposes. We are committed to keeping data safe and secure, and to protect it against unauthorised access. However, as transmission of information via the internet can never be completely secure, we cannot guarantee complete security, and, therefore, all information provided via the internet is done so at the provider's risk.

This policy sets out:

- The information we collect and how we collect it
- Why and how we use information
- For how long we keep information
- How we may share information
- The rights of those about whom we hold information
- How we keep information safe
- Our compliance and co-operation with regulatory authorities
- Responsibility for the processing of personal data

The information we collect and how we collect it

We only collect and process information to provide prospective Mediation services as part of conducting due diligence, developing a proposal or contract, or acting as Mediators for Mediation or related services, for the purposes set out below.

We may collect the following information:

- Personal information, including but not limited to names, email addresses, mailing addresses, telephone numbers, and dates of birth
- Sensitive personal data, including but not limited (where relevant), details of relevant family, friend, and professional relationships

We may collect information from:

- Forms on our website
- Referrals from others, such as solicitors or barristers
- Telephone conversations, emails, and other forms of communication

From time-to-time, and as permitted by applicable laws, we may collect personal data to update the existing data we hold.

Why and how we use information

- Personal data may be used to:
 - Provide services
 - Execute a contract

- Respond to requests and enquiries
- Improve our services (for example, surveys or other initiatives which help us to gather information used to develop and enhance our services)
- Comply with applicable laws (for example, a search warrant or court order)
- Carry out professional ethics or conduct investigations
- Enable us to maintain our accounts and records
- Manage our staff and contractors

Consent and lawful processing of data

We collect and process data in line with our legitimate interests, which include processing personal data for the purposes of:

- Providing a service under a contract
- Enhancing the provision of our services
- Administration and service delivery.

How long we keep information

Relevant files, including MIAM (Mediation Information and Assessment Meeting) files are stored for up to seven (7) years from conclusion of a mediation. All files are then securely deleted or shredded.

How we may share information

We do not share personal data with any third party apart from in the following circumstances:

- When we believe there to be a risk to a person or child, we have a duty to alert the relevant authorities as part of our overall responsibility to safeguard
- When it comes to our attention that an illegal activity is taken place
- When we are authorised to disclose personal details to a third party – if mediation has started, joint consent of the participants is required
- Where the information is disclosed where permitted by law or to comply with the law: for example, a search warrant or court order
- If a complaint is made to us or to the Civil Mediation Council, we may release information to help resolve it.
- When requested by Legal and Compliance consultants, such as external counsel, external auditors
- If needed for internal reasons

The rights of those about whom we hold information

Clients and others are subject to the following rights:

- The right to be informed of the use of their personal data
- The right to access and require the correction or erasure of their personal data
- The right to block and object to the processing of their personal data
- The right to not be subject to any decision based solely on automated processing of their personal data
- In limited circumstances, users may have the right to receive personal data in a format which may be transmitted to another entity
- If anyone has a complaint in relation to the processing of their data carried out under this policy, they have the right to lodge it with the ICO (Information Commissioners Office)

Users may seek to exercise any of these rights by writing to one or more of the Managing Partners of TARA Mediation.

How we keep information safe

We protect the personal information that we hold, its confidentiality, integrity and availability by:

- Reviewing our information collection, storage and processing practices, including security measures, to guard against unauthorised access to systems
- Restricting access to personal information to staff and volunteers, subject to strict contractual confidentiality obligations who may be disciplined or terminated if they fail to meet these obligations
- Using a combination of technology and procedures to ensure our paper and computer systems are protected, monitored and are recoverable
- Only using third party service providers where we are satisfied that they provide adequate security for personal data

Our compliance and co-operation with regulatory authorities

We regularly review our compliance with this policy. If we receive formal written complaints, we will contact the person who made the complaint to follow up. We will work with the ICO to resolve any complaints regarding the transfer of personal data that we cannot resolve with our users directly.

Responsibility for the processing of personal data

The Managing Partners of TARA Mediation are responsible for data protection. If you have any concerns or wish to exercise a right under any data protection regulation or law, you can contact any of them at:
hello@taramediation.co.uk

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