

GDPR and privacy policy and statement

Introduction and overview

The Resolution Centre is a company that offers organisations assistance through mediation and strategic workshops using mediation principles, training courses for mediators, and coaching services.

The Resolution Centre is committed to protecting the privacy and security of your personal information. The Resolution Centre is a training (registered business name) for Alternative Dispute Resolutions Ltd., a Jersey registered limited company.

We will collect confidential data through individual interviews or sessions under the terms of the Mediation Procedure and Agreement (MPA), workshop or coaching agreement once explained, understood and agreed through the signature of each participant. This gives your consent to our recording and using your confidential data for the purposes of the process defined and relating to the matter relating to the particular client MPA only, and under the 'Private and Confidentiality' terms within this form of agreement.

We will only use your personal information to administer your business with us, and to provide the services you have requested from us.

We have developed this benchmark policy in collaboration with other professional mediation providers that provide similar professional services in Europe and Internationally.

We will not pass on your details to any other individual, company or entity without your express permission.

This privacy notice describes how we collect and use personal information about you during and after our working together, in accordance with the General Data Protection Regulation (GDPR)

The Resolution Centre is a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. We are required under the data protection legislations to notify you of the information contained in this privacy notice.

This notice applies to those contracting our services and those taking part in our mediations and workshops as mediators, facilitators and coaches (herewith termed generally as

“mediators”). This notice does not form any part of a contract to provide services. We may update this notice from time to time.

It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

Subject access requests

We are legally required to act on requests and provide information free of charge with the exception of requests that are manifestly unfounded, excessive or repetitive. If we determine this to be the case, we may charge a reasonable fee or refuse to act on the request. We will respond to acknowledge your request and provide the information within one month of receiving your request. Please send your request to our data protection office at the email address below with subject access request in the subject line.

Our data protection office contact details

Our data protection officer is Clair Cousins. If you have any queries, questions or concerns about your data, how we are handling it, wish to ask us not to process your data or wish to ask us to erase your data, please contact clair@theresolutioncentre.com.

Data protection principles

We will comply with data protection law. This says that the personal information we hold about you must be:

- (a) Used lawfully, fairly and in a transparent way;
- (b) Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes;
- (c) Relevant to the purposes we have told you about and limited only to those purposes;
- (d) Accurate and kept up to date;
- (e) Kept only as long as necessary for the purposes we have told you about and
- (f) Kept securely

General Privacy notice

The Resolution Centre is a company that offers organisations assistance through mediation and strategic workshops using mediation principles.

We have developed this benchmark policy in collaboration with other professional mediation providers that provide similar professional services in Europe and Internationally.

What private and confidential data do we collect?

There are two principal types of information that we collect, “personal data” and “confidential data”. In summary:

Personal Data

The first is “personal data” relating mostly to contact information; your name, job title, the department and organisation that you work in, telephone number and email addresses.

This data is kept securely for a period of time and used in line with our GDPR policy.

Confidential Data

The second is sensitive and personal data which we call “confidential data” ; we receive confidential data through the information you give us during the pre-mediation or pre-workshop interviews, and by way of SWOT analysis, case summary, supporting information, or any other contribution or submission that you make as part of our process. We collect this information in order to understand your perception, position and story and to share this information with our co-facilitators and co-mediators to ensure you are fully understood when we work with you.

This data is mostly deleted and disposed of securely immediately after the workshop or mediation process has concluded, except where explained below.

What personal data do we collect?

Directly. We obtain personal data directly from individuals in a variety of ways including when you provide us with a business card, complete our online forms, subscribe to our newsletters/reports, register an account, purchase or subscribe to a product or service, request marketing to be sent to you, apply for a job, attend meetings or events we host, visit our offices, provide us with feedback or contact us.

We may also obtain personal data directly when, for example, we are establishing a business relationship, performing professional services through a contract or through our hosted software applications.

Additionally, through the use of cookies and similar technologies, we may automatically collect Technical Data about your equipment, browsing activity and patterns. We do not use this information.

Indirectly. We obtain personal data indirectly about individuals from a variety of sources, including public sources and public registers, news articles, internet searches and other public information sources and from social media and professional networking sites. We may attach personal data to our customer relationship management records to better understand and serve our business clients, subscribers and individuals, satisfy a legal obligation or pursue our legitimate interests.

Privacy notice for people commissioning The Resolution Centre services (Mediation, strategic workshops and training courses)

The personal data that we collect in relation to commissioners of our services is the data that you provide when you first commission services from us. We collect this information from you in order to make initial contact with you, to conduct our business with you efficiently and effectively, and to keep in touch with you after we have delivered our services in order to undertake spot checks as to how successful our services have been, and continue our relationship.

This does not include confidential data, as we define it above.

What personal data do we collect?

The personal data includes your name, email address, job title, organisation name and address land and mobile contact details and other general information and contact details.

How do we use your personal data?

We process your personal data to be able to interact with you after your initial request or interest in our services has been received and to organise the mediation or strategic workshop after our services have been commissioned.

We may from time to time contact you to 'spot check' how successful our intervention has been.

We may also contact you to advise you when we are giving talks, symposia or other events which might be of interest to you.

How long we keep your personal data

We will keep your personal data for up to ten years. We may contact you

- from time to time to check that we have the correct and up to date information for you
- occasionally to promote talks, symposia or other events which might be of interest to you
- occasionally to share relevant news or information that we believe you may be interested in and may benefit from

Who we share your personal data with

We do not share your personal data with anyone other than The Resolution Centre mediators/facilitators for the purpose of delivering our services effectively and efficiently. We may ask your permission to share your personal data with another potential client by way of testimonial. If we wish to do this we will contact you to ask your permission prior to any such share and permission will be sought on an individual contact basis.

We may however disclose or share your personal data if we are required to do so in order to comply with our legal obligations, or in rare situations where we might need to protect your interests (or someone else's interests); and where it is needed in the public interest or for official purposes.

How we contact you

We will communicate with you via email, telephone, post and SMS. You may also update your contact details at any time by contacting us.

Processing Data outside the European Economic Area (EEA)

We do not routinely process your data outside of the EEA. There may be an occasion when we need to process your data, while we are out of the EEA and need to process some of your data in order to provide the service for which we have been engaged. Under these circumstances we will seek to ensure that your personal data is processed securely and is protected against unauthorised access, loss or destruction, unlawful processing and any processing which is inconsistent with the purpose set out in this privacy notice.

Privacy notice for people taking part in The Resolution Centre mediations or strategic workshops using mediation principles, or taking part in our training courses

The **confidential data** that we collect in relation to those engaged in our mediations and workshops is primarily the information that you provide during one-to-one pre-workshop and pre-mediation interviews. We may collect some additional personal data e.g. your name and job title, when we are first commissioned to work with your team.

What private and confidential data do we collect?

Personal Data: There are two principal types of personal information that we collect. The first is contact information; your name, job title, the department and organisation that you work in, contact telephone number and email address.

Confidential Data: Additionally, we receive the information you give us during the pre-mediation or pre-workshop interviews and by way of SWOT analysis, case summary, supporting information, or any other submission that you make as part of our process. We collect this information in order to understand your perception, position and story and to share this information with our co-facilitators and co-mediators to ensure you are fully understood when we work with you.

A limited amount of confidential data may be shared whilst on one of our training course, CPD events or other similar event. This may include

- Dietary restrictions or access requirements when registering for in-person events that reveal religious beliefs or physical health.
- Personal identification documents that may reveal race or ethnic origin, and possibly biometric data of private individuals, beneficial owners of corporate entities, or applicants.
- Information provided to us by our clients in the course of a professional engagement.
- Diversity and equal opportunity information volunteered by applicants.
- Personal sensitive data shared willingly as a part of undertaking a course session (this information is not shared outside the session, recorded or collected)

Child data.

Although we do not intentionally collect information from individuals under 13 years of age, we may occasionally receive details about children attending performances and other events we host with their parents or guardians (e.g., hospitality, sporting events).

How we collect your confidential data?

We will collect confidential data through individual interviews or sessions under the terms of the Mediation Procedure and Agreement (MPA) once explained, understood and agreed through the signature of each participant. This gives your consent to our recording and using your confidential data for the purposes of the process defined and relating to the matter relating to the particular client MPA only, and under the 'Private and Confidentiality' terms within this form of agreement. Any further conversation with any individual in the process will be reminded to continue to be under the terms of that signed agreement.

The mediator/s will take hand written notes, which will be stored by the each mediator in a paper filing system. Each mediator is personally accountable for keeping the personal data and confidential data that is collected secure in their possession in an appropriately secure manner. Paper documents are then stored in a locked cabinet with restricted key holder access.

Mediators may choose to take all notes on an electronic device with appropriate password protection and authentication.

Personal case summaries from participants will be treated in the same way as hand written notes.

No copies will be made of any personal data or confidential data except any settlement agreement, which each participant to the mediation or workshop process will receive an original copy, signed by each participant.

Mediators only have access to the data that they have authority to see for the purposes authorised; that is, for the design and delivery of the mediation process for all participants in any matter.

All mediators must sign a copy of this GDPR Policy and privacy statement to demonstrate their full understanding of, and agreement to their responsibilities.

How do we use your personal and confidential data?

We use the information and data that you provide in order to brief our colleague mediators and facilitators in preparation for, and for delivering mediations and workshops effectively.

After the mediation or workshop has been undertaken, we may from time to time contact you to 'spot check' how successful our intervention has been.

We may also contact you to advise you when we are giving talks, symposia or other events which might be of interest to you.

How long we keep your confidential data?

The information we collect from you in one-to-one interviews, together with any information you submit by way of case summary, SWOT analysis or other submission in relation to a mediation or strategic workshop is either put into our confidential waste after the intervention, or shredded, burned and/or deleted from our electronic records using normal file deletion methods.

There are two pieces of private and personal data that we keep securely in our records. They are:

- 1) Mediation Procedure and Agreement (MPA), coaching or workshop agreement, and
- 2) any formal Settlement Agreement

These will be kept by The Resolution Centre for up to 10 years. You will be given a copy of these documents and so know exactly what data is held.

How long we keep your personal data?

We may also keep your name, job title, email address and contact telephone number for up to 10 years. We might, from time to time, contact you for a spot check as to how successful the intervention is proving. We may also contact you from time to time to ask if you would be willing to speak to someone about to enter our process and tell them how you experienced it.

Who we share your personal or confidential data with

The mediator/s will abide by the same terms of the "Mediation Procedure and Agreement" as participants, in line with the signed agreement made by all participants including the Mediator/s.

That agreement ensures that confidentiality of personal and private data is clearly defined, understood and agreed by everyone concerned.

Under those terms and in any case, we do not share your personal or confidential data with anyone, including other participants, other than The Resolution Centre mediators/facilitators.

We may contact you to ask if you would be willing to share your experience with another person who is about to enter our process. There is no obligation for you to do this and individual permission will be sought on each occasion.

We may however disclose or share your personal data if we are required to do so in order to comply with our legal obligations or in rare situations where we might need to protect your interests (or someone else's interests); and where it is needed in the public interest or for official purposes.

How we contact you

We will communicate with you via email, telephone, post and SMS. You may also update your contact details at any time by contacting us.

Processing Data outside the European Economic Area (EEA)

We do not routinely process your data outside of the EEA. There may be an occasion when we need to process your data, while we are out of the EEA and need to process some of your data in order to provide the service for which we have been engaged. Under these circumstances we will seek to ensure that your personal data is processed securely and is protected against unauthorised access, loss or destruction, unlawful processing and any processing which is inconsistent with the purpose set out in this privacy notice.

Keeping us up to date

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your working relationship with us.

Your rights

By law you have a number of rights when it comes to your personal data

Rights

The right to be informed

What does this mean?

You have the right to be provided with clear,

transparent and easily understandable information about how we use your personal data and your rights.

The right of access

You have the right to obtain access to your personal data that we are processing and certain other information.

The right of rectification

You are entitled to have your personal data corrected if it is inaccurate or incomplete. Please inform us of any data which you would like rectified and we will usually respond within a month of the request. We will pass on the changes to any third parties who need to change their records and let you know this has been done.

The right to erasure

This is also known as the 'right to be forgotten' and enables you to request the deletion or removal of your personal data where there's no compelling reason for us to keep using it. This is not a general right to erasure; there are exceptions but where possible we will comply with your request.

The right to restrict processing

You have rights to block or suppress further use of your personal data. When processing is restricted, we can still store your personal data, but may not use it further. We keep a list of people who have asked for further use of their personal data to be 'blocked' to make sure the restriction is respected in future.

The right to data portability

You have rights to obtain and reuse your personal data for your own purposes across different services. We will do our best to provide the information in an accessible format.

The right to object to processing

You have the right to object to ask us to stop processing your data.

The right to lodge a complaint

You have the right to lodge a complaint about the way we handle or process your personal data with a supervisory authority. The supervisory authority for the UK is the Information Commissioner.

The right to withdraw consent

If you have given your consent to anything we do with your personal data, you have the right to withdraw your consent at any time.

Changes to our privacy notice

Any changes we may make to our privacy notice may be obtained from our data protection Officer.

Signatures of mediators, facilitators and coach's agreeing to the terms of this GDPR policy, and privacy and confidentiality statement.

(These are kept securely in our system and will not be published online)

I agree to the terms of this privacy statement and will comply with its terms in all respects.

NAME

Signature

DATE
