



PRIVACY NOTICE

Helping Families Move Forward with Clarity and Confidence

1. Data Controller

Angelique Edkins
Family Mediator
Heart of England Family Mediation
Email: info@heartofenglandfm.co.uk
Telephone: 07862 289788

2. Purpose of This Notice

This Privacy Notice explains how your personal data is collected, used, stored and protected in accordance with UK GDPR and the Data Protection Act 2018.

It applies to all individuals engaging in mediation services, including MIAMs and ongoing mediation.

3. Types of Personal Data Collected

We may collect:

- Personal details (name, address, contact details, DOB)
- Family and relationship information
- Information relating to children
- Case notes and discussions
- Financial information (income, assets, debts)

Special category data may include:

- Health information
- Domestic abuse information
- Safeguarding concerns

4. How Data is Collected

Data is collected directly from you, from the other party, from professionals (where appropriate), and from documents you provide.

5. Lawful Basis

Processing is based on:

- Contract
- Legal obligation
- Legitimate interests
- Explicit consent (for sensitive data)
- Safeguarding obligations where applicable

6. Use of Your Data

Your data is used to:

- Arrange and conduct MIAMs
- Deliver mediation services
- Assess suitability
- Maintain records
- Meet safeguarding and legal obligations

7. Confidentiality

Mediation is confidential, however this may be overridden where:

- Risk of harm exists
- Safeguarding concerns arise
- Disclosure is required by law or court order

8. Sharing Information

Information may be shared with:

- The other party
- Legal representatives
- Courts
- Safeguarding agencies

Only where necessary, lawful and proportionate.

9. Data Security

Data is stored securely using password-protected systems and secure physical storage. Access is restricted.

10. Data Retention

Data is retained for up to 6 years after case closure, then securely destroyed.

11. Your Rights

You have rights to access, correct, erase, restrict, object, withdraw consent and complain.

12. Complaints

If you have any concerns about how your personal data is handled, please contact:

Angelique Edkins

Email: info@heartofenglandfm.co.uk

If you are not satisfied with the response, you have the right to raise your concern with the Information Commissioner's Office (ICO), which is the UK's independent authority responsible for upholding information rights and data protection.

13. Safeguarding and Legal Disclosure

Confidentiality may be overridden where safeguarding or legal obligations require disclosure.

14. Third Party Data

You confirm you have authority to share third-party information.

15. Updates

This notice may be updated periodically.

Confidential • Impartial • Professional