



Constructive Dispute Resolution UK

Privacy Policy

Effective January 2024

The type of personal information we collect

We currently collect and process the following information:

- Contact details of clients, potential clients and representatives, including name, address, email address, phone number.
- Relevant case details which may include information such as value of contacts

How we get your personal information and why we collect it

All the personal information we process is provided to us directly by you for one of the following reasons:

- You have proactively contacted us
- You have completed a pre-mediation fact-finding questionnaire

We use this data to follow up your enquiry and to ensure that we have sufficient background information to deliver a mediation session. Under the General Data Protection Regulation (GDPR), this counts as a legitimate interest and so provides the lawful bases for processing this information. We will not share any personal information to third parties unless permitted or required to do so by relevant laws or regulations.

How we store your personal information

Your information is securely stored at our office in Bristol. We keep initial contact information for 28 days, and pre-mediation fact finding questionnaires for six months after the mediation. We will then securely dispose of this data.

Your data protection rights

Under data protection law, you have rights including:

- **Your right of access** - You have the right to ask us for copies of your personal information.
- **Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- **Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.
- **Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- **Your right to object to processing** - You have the right to object to the processing of your personal information in certain circumstances.
- **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, in certain circumstances.

Susan Hammond

Info@constructiveresolution.co.uk

07793 073085



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You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. Please contact us at Constructive Dispute Resolution UK, 61 Bridge Street, Kington, HR5 3DJ if you wish to make a request.

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Constructive Dispute Resolution UK, 61 Bridge Street, Kington, HR5 3DJ. You can also complain to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF if you are unhappy with how we have used your data.

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