



Essential Mediation Solutions (EMS) Privacy Policy

This Privacy Policy contains important information on the personal information we collect about you, what we do with your information, and who your information might be shared with. We will not disclose your information to anyone, other than as set out in this Privacy Notice and any applicable terms and conditions.

The EMS privacy policy is divided into the following sections:

- Who we are
- Delegates' information
- Information about members of the public including parties
- Information about students, volunteers and other professionals
- Our legal basis for processing your personal information
- Further information—the personal information we collect, when and how we use it
- Whether information has to be provided by you, and if so why
- Holding and sharing information
- How long we keep information for
- Accessing and correcting your information
- Asking us to change your preferences and delete data
- Information we may store on your computer
- Registration with the ICO
- In the case of a breach
- Your rights
- Changes to the EMS' privacy policy
- How to contact us



Who we are

Essential Mediation Solutions Limited is a company registered in England and Wales at 6 Hardy Close, Westhoughton, Bolton, Gt Manchester, BL5 3BS.

We offer a dispute resolution service for Civil and Commercial Mediation, Community Mediation and Workplace Mediation, for individuals and teams on a short or long term basis. We also offer Training and Development to Mediators as a registered CMC Training Course Provider.

We collect, use and are responsible for certain personal information about you. When we do so we are regulated under the General Data Protection Regulation which applies across the European Union and the United Kingdom and we are responsible as 'controller' of that personal information for the purposes of those laws.

Delegates' information

If you are an EMS Delegate we may collect and use information about you to facilitate current and future training.

We will process data information about delegates to:

- provide services, deal with any of your transactions, maintain our own accounts and records, meet compliance obligations, collect any money you owe us;
- manage our relationship with you including any marketing you agree to;

Information about members of the public including parties

From time to time, members of the public send information to us about their personal circumstances, including through the contact form on our website. Sometimes this is personal data or sensitive personal data.

EMS will process information about members of the public:



- manage our relationship with the person who has contacted us;
- provide services, deal with any of your transactions, maintain our own accounts and records meet compliance obligations and collect any money owed to us.

Our website and services are not intended for use by children and we do not knowingly collect or use personal information relating to children.

Information about students, volunteers and other professionals

EMS will hold information about students, volunteers and other professionals. EMS will process, information about students, volunteers and other professionals in a way that is necessary to manage the agreed relationship with that individual.

Our legal basis for processing your personal information

When we use your personal information we are required to have a legal basis for doing so. There are various different legal bases on which we may rely, depending on what personal information we process and why.

The legal bases we may rely on include:

- **consent:** where you have given us clear consent for us to process your personal information for a specific purpose;
- **contract:** where our use of your personal information is necessary for a contract we have with you, or because you have asked us to take specific steps before entering into a contract;
- **legal obligation:** where our use of your personal information is necessary for us to comply with the law (not including contractual obligations);
- **public task:** where our use of your personal information is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law;

- **legitimate interests:** where our use of your personal information is necessary for our legitimate interests or the legitimate interests of a third party (unless there is a good reason to protect your personal information which overrides our legitimate interests).

Further information – the personal information we collect, when and how we use it

For further details on when we collect personal information, what we collect as well as how we use it, please read the following sections:

When information is collected	What information we ask for	How and why we use your information
When you make enquiries with EMS regarding training or mediation services	Title Forename Surname Postal address (where required); Postcode (where required); Telephone number; Email address; Training history (where required); Education details (where required); Employment details (where required).	<p>We ask for this: to communicate with you about your training; to communicate with you about your case; To communicate relevant information to you regarding training or your case</p> <p>We rely on legitimate interests as the lawful basis for collecting and using your personal information.</p> <p>Our legitimate interests are being able to process and maintain the progress of your case and your training.</p> <p>Where you have consented to us using your personal information for marketing purposes, our legal basis of processing for this use of your personal information is consent. You may withdraw your consent at any time by getting in touch with us.</p>
When you submit a complaint to us	Name; Telephone number; Email address; Details of your complaint; Any other information you provide to us.	<p>We ask for this: to process and deal with your complaint; to communicate with you about your complaint.</p> <p>We rely on legitimate interests as the lawful basis for collecting and using your personal information.</p>

When you register
for one of our
events

Name;
Position;
Telephone number;
Email address;
Dietary requirements.

Our legitimate interests are being able to process and deal with your complaint.

Where you provide us with sensitive personal information as part of your complaint or the complaint process, the lawful basis of us using this information is consent. You may withdraw this consent at any time. Withdrawing consent may have an impact on EMS' ability to investigate and consider the complaint.

We ask for this:
to process your registration for the event;
to enable you to enjoy and get the most from the event;
to communicate with you about the event.

We rely on legitimate interests as the lawful basis for collecting and using your personal information.

Our legitimate interests are being able to organise the event effectively and to enable you to attend the event.

Where you have consented to us using your personal information for marketing purposes, our legal basis of processing for this use of your personal information is consent. You may withdraw your consent at any time by getting in touch with us.

When you
volunteer with us

Name;
Position;
Telephone number;
Email address;
Home address;
Information about other interests
Any other information you provide to us.

We ask for this:
to enable you to volunteer with us;
to enable you to carry out your voluntary work for us;
to communicate with you about your voluntary work;
to ensure all potential conflicts of interest are declared;

We rely on legitimate interests as the lawful basis for collecting and using your personal information.

Our legitimate interests are being able to work with you effectively as a volunteer.

Where you have consented to us using your personal information for marketing purposes, our legal basis of processing for this use of your personal information is consent. You may withdraw your consent at any time by getting in touch with us.



Where you provide us with sensitive personal information, as part of your declaration of interests the lawful basis of us using this information is consent. You may withdraw this consent at any time. This may have an impact on the voluntary work you can do.

Whether information has to be provided by you, and if so why

We require you to provide personal information to enable us to process your application for training or to progress your case. Where personal information is required in other instances, we will inform you at the point of collecting information from you, whether you are required to provide the information to us.

Holding and sharing information

When we use information for the purposes set out above, we may transfer and disclose it to:

- persons acting on our behalf, including contractors and volunteers who deliver or enable us to carry out, the above tasks who will hold, process, transfer and disclose it in accordance with our data protection procedures.
- others if obliged to by law.

When we use information for the purposes set out above, we or others acting on our behalf may store the information held electronically in accordance with our data protection procedures.

When we share your personal data with third parties this may involve transferring your data outside the European Economic Area (EEA). Many of our external third parties are based outside the European Economic Area (EEA) so their processing of your personal data will involve a transfer of data outside the EEA. Whenever we transfer your personal data out of the EEA, we will ensure that the European Commission has given a formal decision that the country provides an adequate level of data protection similar to those which apply in the UK and EEA or that any transfer of your personal



information will be subject to a appropriate or suitable relevant safeguards such as a European Commission approved contract. If you would like further information, please contact us.

Where you are using our website, we may link to other websites owned and operated by third parties. These other third party websites may also gather information about you in accordance with their own separate privacy policies. For privacy information relating to these other third party websites, please consult their privacy policies as appropriate

How long we keep information for

We keep all information for delegates up to 6 years after the relationship with the person who is the subject of the data has ceased except information relating to complaints or disciplinary matters including sanctions for as long as is relevant.

We keep all information relating to parties for as long as the case is live. All paper is shredded and any information that is securely stored electronically is deleted at the end of the case. A record that a mediation has taken place, in terms of the date, type of dispute and whether settlement was reached is kept for professional necessity, but this information is anonymised.

Accessing and correcting your information

You can make a written request for a copy of certain personal records we hold about you. In most cases we will not charge a fee; where we do charge a fee, this will be in line with the guidance set out by the Information Commissioners' Office (ICO) and based on the administrative costs incurred in dealing with the request. We will comply with such a request within a calendar month (with limited exceptions as per the ICO's guidance), and when provided, the data will be in an open, common format.



If the data we hold is incorrect or incomplete, you can ask for this to be rectified at any time by e-mailing admin@emsolutions.uk.

Asking us to change your preferences and delete data

You should tell us if you change your mind about receiving marketing information.

Information we may store on your computer

When you use any device to access the Essential Mediation Solutions website, Cookies may be stored on your device. Cookies are small text files that are used to store small pieces of information. The cookies are stored on your device when the website is loaded on your browser. These cookies help us make the website function properly, make the website more secure, provide better user experience, and understand how the website performs and to analyse what works and where it needs improvement.

How do we use cookies?

As with most of online services, our website uses cookies first-party and third-party cookies for a number of purposes. The first-party cookies are mostly necessary for the website to function the right way, and they do not collect any of your personally identifiable data.

The third-party cookies used on our websites are used mainly for understanding how the website performs, how you interact with our website, keeping our services secure, providing advertisements that are relevant to you, and all in all providing you with a better and improved user experience and help speed up your future interactions with our website.

What types of cookies do we use?



Essential: Some cookies are essential for you to be able to experience the full functionality of our site. They allow us to maintain user sessions and prevent any security threats. They do not collect or store any personal information. For example, these cookies allow you to log-in to your account and add products to your basket and checkout securely.

Statistics: These cookies store information like the number of visitors to the website, the number of unique visitors, which pages of the website have been visited, the source of the visit etc. These data help us understand and analyse how well the website performs and where it needs improvement.

Functional: These are the cookies that help certain non-essential functionalities on our website. These functionalities include embedding content like videos or sharing contents on the website on social media platforms.

Preferences: These cookies help us store your settings and browsing preferences like language preferences so that you have a better and efficient experience on future visits to the website.

How can I control the cookie preferences?

Should you decide to change your preferences later through your browsing session, you can click on the “Privacy & Cookie Policy” tab on your screen. This will display the consent notice again enabling you to change your preferences or withdraw your consent entirely.

In addition to this, different browsers provide different methods to block and delete cookies used by websites. You can change the settings of your browser to block/delete the cookies.

Registration with the ICO

Emma McAndry of Essential Mediation Solutions is a registered data controller: ICO registration number is ZA542598.

In the case of a breach

If a personal data breach occurs, we will record this and consider the likelihood and severity of the resulting risk to your rights and freedoms. If it's likely that there will be a risk then we will tell you & Information Commissioner's Office (ICO) within 72 hours:

- the nature of the data concerned, approximately how many people are affected and the consequences of this for them; and
- what measures we have taken or plan to take in response.

GDPR - Your rights

Under the General Data Protection Regulation you have a number of important rights free of charge. In summary, those include rights to:

- access to your personal information and to certain other supplementary information that this Privacy Notice is already designed to address;
- require us to correct any mistakes in your information which we hold;
- require the erasure of personal information concerning you in certain situations;
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations;
- object at any time to processing of personal information concerning you for direct marketing;
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you;
- object in certain other situations to our continued processing of your personal information; and
- otherwise restrict our processing of your personal information in certain circumstances.

For further information on each of those rights, including the circumstances in which they apply, see the Guidance from the UK Information Commissioner's Office (ICO) on individuals' rights under the General Data Protection Regulation.



If you would like to exercise any of those rights, please:

- email, call or write to us,
- let us have enough information to identify you,
- let us have proof of your identity and address (a copy of your driving licence or passport and a recent utility or credit card bill), and
- let us know the information to which your request relates.

Changes to the EMS' privacy policy

EMS may change its privacy policy from time to time relevant parties will be informed of any changes.

How to contact us

Please contact us, if you have any questions about this privacy Policy or the information we hold about you.

If you wish to contact us, please send an email to admin@emsolutions.uk, 6 Hardy Close, Westhoughton, Bolton, Gt Manchester, BL35 3BS.