

Legal Notices

By using this site, you agree to these terms of use, our use of cookies on your device and you acknowledge our privacy policy.

Terms of Use

Our website and its contents are provided for general information purposes only and nothing on this website is intended to provide legal, financial, tax or other professional advice. Rapport Mediation Limited ("Rapport") does not provide legal, tax or financial advice services.

We do not accept responsibility or liability to users or any third parties in relation to the use of content from our website or blog on other websites or blogs,

We do not warrant, represent or guarantee: (i) the accuracy or completeness of information on our website (ii) that the information on our website is up to date or (iii) that it can be applied to achieve any particular result.

Unless otherwise stated, all copyright, trademarks and other intellectual property in or arising out of this website or its contents vest solely in us. You agree that you will not amend, copy, disclose or distribute to third parties or derive commercial benefit or use from any content without our prior written consent.

These legal notices shall be governed by and interpreted in accordance with English law.

Privacy Policy

This version was last updated on 24/05/18.

Who we are and what this privacy policy covers

This privacy notice explains what information Rapport Mediation Limited ("Rapport", "we" or "us") may collect about you, the ways in which we may collect that information, how and why we may use it or share it, and what your rights are in relation to your "personal data".

"Personal data" means any information that can be used to identify an individual including, for example, name, email address, location data and online identifiers.

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

Our commitment to you

We are committed to respecting your privacy and to protecting your personal data. We fully endorse and adhere to all UK data protection legislation including the principles of the Data Protection Act 1998,

any subsequent amendment and all legislation implementing the General Data Protection Regulation (Regulation (EU) 2016/679).

How you consent to this privacy policy

By using any of our services (including this website) and by providing us (directly or indirectly) with any personal data, you are consenting to the use of that data as set out in this policy.

Please do not send us any information if you do not want it to be used in this way.

Please note that if you do not provide certain requested information we may be unable to provide certain of our services to you and you may be unable to access certain content via our website.

Personal data which you provide on behalf of someone else

If you give us information on behalf of someone else, you confirm that the other person has appointed you to act on his/her behalf and has agreed that you can (i) give consent on his/her behalf to the processing of his/her personal data and (ii) receive on his/her behalf any data protection notices.

How we obtain personal data about you

Information which you provide to us

You provide us with personal data when you visit/ fill in the contact form/action contact buttons on our website, email, write to, telephone us, or meet with us in person or procure services from us.

Information which third parties provide to us on your behalf

You may ask third parties, including your (former) spouse, partner, legal advisers, financial and actuarial advisers, counsellors and health professionals, to provide us with your personal data on your behalf. The third party may email, write to, telephone or meet with us in person.

Information we collect about you

We collect information about you when you engage with us online or by email eg when you visit our website, open or forward an email sent by us or engage with us on social media networks. Information may be collected via cookies and similar technologies as detailed below.

What personal data we hold about you

Typically, we collect, use, store and transfer different kinds of personal data about you which we have grouped together as follows:

- *Identity Data* includes full name, title, gender, date of birth, nationality, NI number, for you, your dependants and, to a more limited extent, adult children.
- *Contact & Communications Data* includes your email & IP address, home address, telephone numbers, details of solicitors and other professional advisers (eg financial/pensions/therapeutic/health/welfare) and communication preferences.
- *Family circumstances* includes your marital status; your and your children's welfare; living arrangements (including details of current/prospective partners); details of previous and current Court proceedings relating to your marital status, children or financial arrangements; details of any interactions with welfare services (eg Children's Services), your children's schools, religion.
- *Health Data* comprising a summary of your state of health, any health conditions, diagnoses and treatments for you and your children relevant to: your/their needs; how we can best provide our services to you/them.

- *Financial Data* includes details of and statements for: existing bank accounts in your name or in which you have an interest; your credit cards; personal/secured loans; property valuations/appraisals; existing mortgages; your income from all sources including from employment (payslips, P60s, bonus/incentive plan details), self-employment (self-employed accounts), investments (eg share dividends), benefits (eg award statements) and any other sources (eg maintenance); prospective income/capital (eg inheritances); life assurance details; your investments (including PEPs, ISAs, Bonds, Share Schemes and shareholdings); your State and personal pensions (including State Pension Forecast, NI record, scheme benefits and valuations); any other assets and liabilities; your personal expenditure; details of capital, income and liabilities (so far as known to you) of any new partner with whom you reside or intend to reside.
- *Employment/Self-employment Data* (insofar as not included in Financial Data) includes contracts/other summary terms of employment, employer's name and address, description of your employment, accountant details and any change or prospective change in your employment.

Use of cookies

In addition, we collect certain information by using automated means, such as cookies and web beacons, when you interact with our website or other digital assets. The information we collect in this way may include: IP address, browser type, operating system, referring URLs and information on actions taken or interaction with our digital assets.

These automated means may be 'third party' (ie placed and controlled by a third party rather than by our website). We use third party Google Analytics on our website for statistical purposes to help us analyse how visitors use our website. This does not include personally identifiable information.

Most browsers allow some control of most cookies through the browser settings. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, please visit www.allaboutcookies.org and www.youronlinechoices.eu.

You can choose to disable cookies in your browser, but please note that if you delete cookies or decline to accept them you may not be able to use all of the features we offer or store your preferences. In addition, some of our web pages may not display properly. If you want to turn off the more invasive cookies but leave most other functionality in good working order, a good option is to turn off third party cookies using your browser settings.

If you do not want your website visits to be recorded by Google Analytics you can opt out with the addition of the Google Analytics Opt-Out Browser Add-on, which is available for Microsoft Internet Explorer 11, Google Chrome, Mozilla Firefox, Apple Safari and Opera.

How we use your personal data

We only use your personal data when we have lawful basis for doing so. Most commonly, we will collect, use and hold personal data to:

- *Provide our services to you*, including: registering you as a potential new client, contacting you and other third parties at your request, responding to your requests for information and services, notifying you of any changes to our services that may affect you, keeping your records up to date.
- *For other everyday business purposes*, such as payment processing, financial account management, corporate governance, reporting, legal compliance and professional standards' compliance.
- *Operate, monitor, evaluate and improve our services.*

The lawful bases on which we process your personal data are:

- *Performance of our contract with you:* where we need to process your personal data as part of providing our services to you. This includes our taking steps at your request before entering into such a contract.
- *Your consent.*
- *To comply with a legal or regulatory obligation to which we are subject.*
- *Our legitimate interests.* This means our interest in conducting our business to enable us to give you the best service and the best and most secure experience. We make sure we consider and balance any potential impact on you (both positive and negative) and your rights before we process your personal data for our legitimate interests. We do not use your personal data for activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).

Mediation Information and Assessment Meetings (“MIAMs”). Please note that in processing your personal data and contacting you to discuss your willingness to attend a MIAM, we are acting within our legitimate interests under the Children and Families Act 2014 and Family Procedure Rules, Part 3A (paras 32 and 33), which require us to contact you.

Who your personal data may be shared with

We take reasonable measures to protect your information while it is in our care. We do not sell or make your personal data commercially available to any third party.

We will not pass your personal data to third parties involved in working with, advising or representing you, whether as part of or outside of the mediation process (such as lawyers, financial or pensions advisers or family consultants, coaches or counsellors), except with your consent.

We may, to comply with our legal or regulatory obligations and in our legitimate interests, have to share aspects of your personal data with external third parties including:

- service providers who process information on our behalf, including providers of information technology, website hosting, data back-up and cloud services;
- professional advisers acting as processors including providers of accounting and payment services and professional practice consultants;
- HM Revenue & Customs, regulators and other UK government authorities.

We require all third parties to respect the security of your personal data and to treat it in accordance with the law.

Third party links

This privacy policy only addresses the use and disclosure of personal information by us. Our website includes links to third party websites which may be of interest to you. In addition, we provide social sharing and follow buttons on our website. Clicking on these links may allow third parties to collect or share data about you. Please be aware that they have their own cookies and privacy policies, which we recommend you read. We are not responsible for their use of your personal data.

Security and protection of your personal data

We have put in place appropriate administrative, technical and physical controls to safeguard your personal data from being accidentally lost, from unlawful use and from unauthorised disclosure. In addition, we limit access to your personal data to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal data on our instructions and they are subject to a duty of confidentiality. We have put in place procedures to deal with any

suspected personal data breach and will notify you and any applicable regulator of a breach where we are legally required to do so.

While we take all reasonable efforts to safeguard your personal data, the use of the internet is not entirely secure as we cannot guarantee the security or integrity of any personal data that is transferred from you or to you via the internet. If you want detailed information on how to protect your personal data against fraud, identity theft, viruses and other online problems, you can visit Get Safe Online, which is supported by HM Government and leading businesses.

Data retention

We will retain personal data for as long as is necessary and no longer, taking into account our need to meet legal, statutory or regulatory obligations. We will securely destroy your financial data (except insofar as it is set out or referred to in the mediator's notes, Session Summaries, Open Financial Statement or Memorandum of Understanding) within 90 days of our last contact with you. Your remaining personal data will be securely destroyed no later than 6 years after our last contact with you.

We may anonymise your personal data (so that you cannot be personally identified) for training, research or statistical purposes, in which case we may use this information indefinitely without further notice to you.

In some circumstances you can ask us to delete your data: see below for further information.

Your rights

You have the right to:

Request access to (a copy of) your personal data (a "data subject access request"). This enables you to check that we are lawfully processing it.

Request correction of the personal data that we hold about you if it is incomplete or inaccurate. To ensure that the personal data we hold about you is accurate and current, please keep us informed if your personal data changes during your relationship with us.

Request erasure of your personal data, where there is no good reason for us continuing to process it. Please note that there may be circumstances where you ask us to erase your data but we are legally entitled to retain it.

Object to or request that we restrict the processing of your personal data in certain circumstances. Please note there may be circumstances where we may be legally entitled to refuse your request.

Request the transfer of your personal data comprising automated information which you initially provided consent for us to use or where we used the information to perform a contract with you to you or to a third party. We will provide this in a structured, commonly used, machine-readable format.

Withdraw consent at any time to the use of your personal data where we are relying on your consent. However, this will not affect the lawfulness of any processing carried out before you withdraw your consent and we may still be entitled to process your information if we have another legitimate reason (other than consent) for doing so.

You can exercise your rights by contacting us (details below).

You will not have to pay a fee to access your personal data or to exercise any of your other rights except if your request is clearly unfounded, repetitive or excessive, when we may charge a reasonable fee. Alternatively, we may refuse to comply with your request in these circumstances.

We may need to request specific information from you to help us confirm your identity and ensure your right to access your personal data (or to exercise any of your other rights). This is to ensure that personal

data is not disclosed to any person who has no right to receive it. We may also contact you to ask you for further information in relation to your request to speed up our response.

We will respond to you as soon as we can. This will generally be within one month from the date we receive your request. If your request is going to take longer to deal with, we will let you know.

Making a privacy complaint

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance. If you make a privacy complaint, we will respond to you to let you know how your complaint will be handled. We may ask you for further details, consult with other parties and keep records concerning your complaint.

Contact details and further information

If you have any questions or concerns about this privacy policy or the data we hold about you or if you want to submit a complaint about how we handle your personal data, please contact us on 07979 600386, or by info@rapportfamilymediation.co.uk or by post to Rapport at 46 Skinners Lane, Ashted, Surrey KT21 2NN.

Changes to our privacy policy

This policy is subject to change from time to time without notice. Changes may be made when our business practices change or when data privacy laws are updated. You should check this policy regularly to ensure that you are aware of any changes.