

# Privacy Policy

**Paula Cox Mediation** is committed to protecting your privacy and handling your personal information with care, transparency, and respect. This Privacy Policy explains how personal data is collected, used, stored, and protected when you contact or work with me.

## 1. Who I am

Paula Cox Mediation provides **online-only mediation services** for both individuals and businesses. For the purposes of data protection law, I am the **data controller** for any personal information you provide.

If you have any questions about this policy or how your data is handled, you can contact me at [\*\*paula@paulacoxmediation.co.uk\*\*](mailto:paula@paulacoxmediation.co.uk).

## 2. What information I collect

I may collect and process the following types of personal information:

- Name, address, email address, and telephone number
- Information you provide when making an enquiry or booking mediation
- Details relevant to the mediation process, shared voluntarily by you
- Billing and payment information
- Correspondence and communications

I only collect information that is necessary for providing mediation services or responding to enquiries.

## 3. How your information is used

Your personal information may be used to (in line with Civil Mediation Council guidance and good practice):

- Respond to enquiries and assess whether mediation is appropriate
- Arrange, deliver, and manage mediation sessions
- Communicate with you before, during, and after mediation

- Prepare mediation agreements or documents where appropriate
- Manage invoicing and payments
- Meet legal, regulatory, or professional obligations

Your information will never be used for marketing purposes without your consent.

## 4. Confidentiality and mediation

Confidentiality is central to mediation. Information shared during mediation is treated as confidential and handled in line with mediation best practice and any Agreement to Mediate signed by the parties.

There are limited legal exceptions where disclosure may be required, such as where there is a serious risk of harm or a legal obligation to disclose. These will be explained if they arise.

## 5. Lawful basis for processing

Under UK data protection law, I process personal data on the following lawful bases:

- **Consent** – where you have given clear permission
- **Contract** – where processing is necessary to provide mediation services
- **Legal obligation** – where required by law
- **Legitimate interests** – where necessary to operate my practice fairly and professionally

## 6. How your information is stored

Your information is stored securely, whether held electronically or in paper form. Appropriate technical and organisational measures are in place to protect against unauthorised access, loss, or misuse.

I retain personal information only for as long as necessary for the purposes it was collected, including professional and legal record-keeping requirements.

## 7. Sharing your information

Your personal information is not shared with third parties except where:

- You have given explicit consent
- It is necessary to deliver the mediation service (for example, administrative or payment providers)
- I am legally required to do so

I do not sell or trade personal data.

## **8. Your data protection rights**

You have rights under data protection law, including the right to:

- Access the personal data held about you
- Request correction of inaccurate or incomplete data
- Request deletion of your data where appropriate
- Object to or restrict processing in certain circumstances
- Withdraw consent where processing is based on consent

Requests can be made in writing, and I will respond within the required legal timeframe.

## **9. Cookies and website use**

My website, which supports the provision of online-only mediation, may use basic cookies to ensure it functions properly. No unnecessary cookies are used without your consent. Further details are provided through the website's cookie settings.

## **10. Changes to this policy**

This Privacy Policy may be updated from time to time to reflect changes in law or practice. The most current version will always be available on the website.

## **11. Contact**

If you have any questions, concerns, or requests relating to this Privacy Policy or your personal data, please contact:

**Paula Cox Mediation**

Email: [paula@paulacoxmediation.co.uk](mailto:paula@paulacoxmediation.co.uk)