



## PRIVACY POLICY FOR MEDIATION CLIENTS

Croydon Community Mediation (CCM) is a charity registered in England and Wales, with a permanent office at 17-20 Ramsey Court, 122 Church Street, Croydon, CR0 1RF.

The charity stores the personal details of its mediation clients and other third parties in order to contact them during the course of the mediation process via telephone, email or post. This will include names, addresses, telephone numbers and email addresses. This may be given to us by clients or by a referrer such as Croydon Council, a Housing Association or the Police.

Basis for collecting and storing this information is **Legitimate Interest**. This is described in The General Data Protection Regulations. We need to collect and use this information because the processing of this data is necessary for the activities of Croydon Community Mediation in helping people to resolve conflict.

We also collect certain "Protected Characteristics" data. This is information about your age, gender, sexual orientation, ethnicity, religion, marital status, matters relating to your health, and the type of property you live in.

We use this in order to:

- Assess how we are complying with equalities legislation.
- Assess our reach into the community.
- Derive statistics to apply for funding to support the work that we do.

The Protected Characteristics data is anonymised when we record it. If you do not wish to provide us with your data, please let us know or you may tick the category "Rather Not Say" when you return the form.

We collect and use Protected Characteristics data only if you give us your consent. We will send you a form asking for this data when we close a case.

We do not share your data with anyone, unless we are required to do so by law, or you have given us consent.

Your data is kept securely on our encrypted office computer and other servers such as Dropboxes, which may be outside the EEA.

During the mediation process, your mediators may also have your contact details in order to meet with you.

Anything that you say to the office staff or the mediators will be in confidence, unless we are required to share this information by law or you have given us permission.

We will keep your personal details for not more than three years after your case has closed.

You may ask to see the data we have about you. If you have a concern or question about the way we are collecting or using your data, please contact us first;

Pam Flouch, Service Manager  
020 8686 6084  
[office@croydonmediation.org.uk](mailto:office@croydonmediation.org.uk)

Alternatively, you can contact the Information Commissioner's Office:  
<https://ico.org.uk/concerns/>