

Christine Bowyer-Jones - Privacy and Cookie Policy

Introduction

We are committed to protecting the privacy and security of your personal information. This policy aims to set out the basis on which any personal or other data we collect from you, or that you provide to us, will be processed by us.

Scope of the policy

This policy is relevant to and applies to anyone using our website or our mediation, facilitation, training and coaching services.

Christine Bowyer-Jones is the data controller and responsible for your personal data. This means that she is responsible for deciding how she holds and uses personal information about you.

Information we collect from you and how we use this information

We store the personal details of our clients and other third parties in order to contact them during the course of the mediation, facilitation, training or coaching process via telephone, email or post. This will include your name, address, telephone and email address. We collect and use this information because the processing of data is necessary for the legitimate interests and activities of our practice in that we need to collect that data to carry out the mediation, facilitation, training or coaching process to help people resolve conflict. We will use this information to carry out obligations arising under any contracts entered into between you and us and to provide you with information and services that you request from us.

IP addresses and cookies

Our website uses cookies in order to enhance the operation of our site. We use Google Analytics which is a tool used for the collection and review of website use metrics. The second type of cookie is created when you voluntarily complete a contact form and this will store your contact information. You can at any time deny the use of cookies on our website, through the option features in your web browser.

The transmission of data over the Internet is not always fully secure and you transmit this at your own risk. If you would like us to password protect documents that are sent to you, please let us know.

Where we store your data

All information you provide us is stored securely on personal computers and other secure document systems such as Microsoft OneDrive and Outlook 365, which may have servers outside the EEA. Microsoft is GDPR compliant, therefore providing the highest data protection standards.

Third-Party service providers

We will share your data with third-party service providers where required by law and where it is necessary to fulfil our contract with you. All our third-party service providers are required to take the appropriate security measures in your data protection.

How long your information is kept for

We will keep your data for not more than one year after your case has closed. The exception is in relation to information that we are required to keep to comply with our legal requirements e.g. invoices for HMRC.

Call recording

We do not record calls.

Your rights

You have the right to ask us not to hold your data, in which case we may delete your account and data. You can exercise this right at any time by emailing us (details under 'Contact').

Access to data

Data protection law in the UK gives you the right to access any personal data we hold about you and your right of access can be exercised in accordance with that law.

Changes to this privacy policy

Any changes we may make to our privacy policy in the future will be posted on this page or elsewhere on our website and if we determine it appropriate, notified to you by email or other means we consider appropriate.

Contact

If you have any concerns about the way we are collecting or using your personal data please raise your concern with us in the first instance at christinebowyerjones@gmail.com. Alternatively, you can contact the Information Commissioner's Office.

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