

Privacy Notice for Mediation Clients

V6.1, February 2026

WMS is a charity registered in England and Wales, with a permanent office in St Mark's, Durie Hall, Battersea Rise, London SW11 1EJ (the "Charity").

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 your name, address, telephone and email address. This may have been given to us by you or by a referrer e.g. a housing association or council.

We collect and use this information because the processing of data is necessary for the legitimate interests and activities of WMS in that we need to collect that data to carry out the mediation process to help people resolve conflict.

The charity also seeks to collect certain "special category data" (which is information about your age, gender, race, religion, matters relating to your health) in order to

- Assess how the charity is complying with equalities legislation.
- Assess the charity's reach into the community.
- Derive statistics to apply for funding to support the work that we do.
- Assess performance and to set targets to further the aims of the charity.
- We use some of this data to map the general area where our mediation clients live, and their age range or ethnicity.

We collect and use this information because we have your consent to collecting the special category data by completing this form.

We do not share your data with anyone, unless we are required to do so by law, (e.g. disclosures to HMRC, safeguarding or money laundering) or you have given us consent (e.g. to inform the referral organisation of the outcome of the mediation).

By providing us with your data you are helping us to shape the future outreach of the Charity, and therefore help a wider range of people in need of mediation services.

If you do not wish to provide us with your data, please let us know below.

Your data is kept securely on our office computers, and other secure document systems e.g. Dropbox, Outlook 365, which may have servers outside the UK or EEA. During the mediation process, your mediators may also have your contact details in order to reach you to schedule your meeting. They will erase your details at the end of their engagement. We will not keep your data for longer than required, and in any event not more than 1 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. We keep safeguarding information as long as necessary in relation to the purposes for which that information was obtained.

If you would like us to password protect documents that are sent to you, please let us know.

You may request to see the data we are holding about you. If you have a concern about the way we are collecting or using your personal data, please raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

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

There are circumstances when we may be required to give certain information that you write to us about another person to that individual. Should you wish to know more about how this might happen, please ask a member of our team.

If you would like further information about this privacy notice, please contact: Jenny Reid, CEO on 020 7223 7744 or jenny@wmsmediation.org