

MEDIATION SERVICE - SERVICE USER PRIVACY NOTICE

What does Catch22 do?

Catch22 is a national organisation that works across England and Wales delivering services in a variety of settings. These include schools, colleges, social care, victim services, family support, prisons, apprenticeships and employment support.

We have been around for over 200 years and our focus is about making a difference to people by delivering our 3 'P's – having good people around, having a good place to live/study/work, and having good purpose in life. Different services will focus on different aspects, but we aim to address those three elements to support people to thrive.

What does this service do?

The Mediation Service works with people in conflict to help them find ways to resolve their issues with each other. We work in partnership with service users, housing officers, the police, schools etc.

What information do we collect and why do we need it?

Below is a list of the data that we will/may process in the course of our contact with you and the lawful basis that applies to each processing activity:

The person referring your case to us will ask your permission to pass on the following information:

- Full name
- Age
- Address
- Contact details

- The background to your situation and any issues that the mediator needs to be aware of (accessibility issues, support workers, health and safety concerns etc.)

When we talk to you in person we will ask you for:

- Further details about your situation
- Brief information for monitoring purposes such as sexuality, ethnicity, disabilities, health issues, employment status, housing status, whether you have had contact with the Criminal Justice System or Children's Services, immigration status etc.

During and after your case we will record:

- A copy of any agreement reached
- A brief summary of the work completed by the mediator
- A brief summary of the outcome of the case
- Feedback that you and the referrer have provided

What law applies and which bits set out the legal basis for us to collect and hold your personal information?

We will only use your personal data when the law allows us to and the two main pieces of law that apply are:

- The UK General Data Protection Regulation
- The Data Protection Act 2018

We do have to have a legal basis for processing your information and this is:

- Performance of a contract (UKGDPR Article 6.1b)
- Vital Interests (UKGDPR Article 6.1d)
- Individual consent (UKGDPR Article 6.1a)

The 'special category data' that we collect must meet even more of a legal test and our legal basis for collecting this is:

- Explicit consent (UKGDPR Article 9.2a)

The Information Commissioner's Office has given further guidance that sets out when these conditions can be used as the legal basis for processing your information and this can be supplied to you if you wish to see it.

Where did we get your data from?

Our data either comes from you or from the person referring your case to us, who are required to obtain consent from you to pass on that information and for us to contact you.

Who will we share your information with?

Other parties involved in the case: We will ask your consent to share the information you have given us about the situation with the other parties involved in the case. We need to share some information to help you find a resolution and to communicate your issues. If you have given us information you don't want to be shared you can make this clear and the mediator will not disclose that information.

Referrers: We will provide the person who referred the case to us with updates about how the process is going, a brief summary of the work completed and the outcome. We will share the agreement reached with the referrer if all the participants consent. Sometimes it is necessary to talk to referrers in more detail about a case if their input is integral to improving the outcome.

Other agencies: We will ask your permission to share your information if we think it might be helpful to you.

We may have to share information if we are legally obliged to do so, for example where we have serious concerns about your safety or that of someone else associated with you. In these cases, we would share the relevant information with safeguarding organisations (Social Service, the Police or any other Emergency Service) if you or anyone else is at risk of harm. We will only share information where the law allows.

Catch 22 securely stores all the information and data mentioned above and is only available to those people with authorised access.

Information sent between agencies is via email, with documents being encrypted with agreed passwords, and any other information being anonymised to ensure the information is not identifiable to you other than with the people working with you and whom the information is intended for.

How long will we hold on to your information for?

While your case is ongoing your paperwork will be stored securely with your mediator.

When your case is completed, your data is stored securely by Catch22 and will be deleted in accordance with the referrer's contract with unless there are specific reasons to keep it for longer.

Sometimes there may be legal reasons we have to retain the information for a longer specified period of time and there may also be circumstances where it is appropriate within legal and best practice requirements to retain the information for a longer period and we will make every effort to inform you of this.

What happens if the information in the records is wrong?

You will need to be specific about what information you think may be wrong and why, along with what you think we should do to correct it. If we cannot amend your record in the way you would like, we will explain the reason for this. We will always mark disputed records to show that the record is disputed. You will be able to see a copy of your amended record.

What rights do you have over the information that we hold on your behalf?

You have a number of rights over your data that we are required by law to uphold depending on the lawful basis of processing. These are:

- **The right to be informed** - how we will use your information.
- **The right of access** – how to access information we hold about you.
- **The right to rectification** – request that information that is held about you and is inaccurate or incomplete be rectified.
- **The right to erasure** – requests that under special circumstance information held on you may be removed or deleted if applicable.
- **The right to restrict processing** –Block or suppress processing of information about you.
- **The right to data portability** - Obtain and re-use information held about you for your own purposes across different services if applicable.
- **The right to object** – in certain circumstance you can object to processing of information about you.

- **The right to withdraw consent** - at any time where your information is being processed based on that consent.
- **The right to lodge a complaint with the Information Commissioners Office (ICO)**

Contact

If you would like to discuss anything in this privacy notice, please contact:

Beverley Clark, Data Protection Officer Catch22, on DPO@Catch-22.org.uk or on 07879 422664

If you feel we have not processed your data correctly and in accordance with GDPR and the Data Protection Act 2018, you have the right to make a complaint to the Information Commissioners Office (body that regulates Data Protection). Please visit <https://ico.org.uk/> or call **0303 123 1113** in order to lodge a complaint with the regulator.

Last updated

We may need to update this privacy notice periodically, so we recommend that you revisit this information from time to time. This version was last updated January 2021.