

## **Privacy Notice for Time 2 Talk – Bolton Mediation Service**

**Reviewed Nov 2021**

**V1.0**



## Time 2 Talk - Bolton Mediation Service

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice at [www.bolton.gov.uk](http://www.bolton.gov.uk)

This notice provides additional privacy information for:

- Members of the public
- Bolton Council staff/volunteers/social work placements
- Staff/volunteers/social work placements from other agencies

It describes how we collect, use and share personal information about you

- In relation to using Bolton Mediation Service
- the types of personal information we need to process, including information the law describes as 'special' because of its sensitivity

It is important that you read this notice, together with any other privacy information we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

## Purposes

We collect your personal information for the following purposes:

- If you request any of our mediation interventions
- If you attend one of our group training sessions
- If you are referred to us for any of the forgoing services
- If you volunteer for the service
- If you are on a work placement with the service
- If you raise any complaints

## Categories of personal data

In order to carry out these purposes we collect and obtain:

- Basic details about you such as name, address, telephone number, email address.
- Contact we have had with you, such as any visits, appointments, mediation interventions and conversations we have had with you regarding your personal relationships and circumstances.
- Correspondence from other agencies that are relevant to mediation such as minutes from action meetings etc
- Health and disability, but only if this is relevant to your current circumstances.

## **Legal basis for processing**

The legal basis for processing your personal information is:

- you, or your legal representative, have given consent
- in the public interest or in the exercise of official authority
- processing is necessary for reasons of substantial public interest

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you or we may be prevented from complying with our legal obligations.

## **Information sharing/recipients**

We may share personal information about you with the following types of organisations:

- Organisations or agencies who may also be assisting or supporting you regarding your personal relationships and circumstances
- Teams within the Council in order to provide our services e.g. children's services and schools

We may also receive personal information about you from the following types of organisations:

- Organisations or agencies who may have referred you to our service

## **Automated Decisions**

For this service:

- All the decisions we make about you involve human intervention

## **Data retention/criteria**

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

## **Rights of individuals**

You have certain rights in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our Guide to exercising your Rights or alternatively visit the Information Commissioner's web site at [www.ico.org.uk](http://www.ico.org.uk)

If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team at [information.security@bolton.gov.uk](mailto:information.security@bolton.gov.uk).

If you are still unsatisfied you should contact The Information Commissioner's Office by post at the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

## **Updates to Privacy Notice**

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details