

Family Mediation Voucher Scheme

Privacy Policy and Client Consent

The Ministry of Justice (MoJ) is committed to the protection and security of your personal information.

It is important that you read this notice so that you are aware of how and why we are using such information. This privacy notice describes how we collect and use personal information during and after your relationship with us, in accordance with data protection law. It will be reviewed regularly.

Opia Limited is a contracting company working on behalf of the MoJ to administer the family mediation voucher scheme ("the scheme", "the Programme"). The MoJ is the data controller for the personal data used for the purposes of:

- » Fulfilling the applicable services to Mediators, dealing with transactions, reviewing claims for reimbursement of fees under the Programme and maintaining accounts and records.
- » Improving our services and managing relationships pursuant to the Programme.
- » Understanding and analysing the effectiveness of the Programme.

Opia Limited is a private limited company organised under the laws of England and Wales with company number 06021170 and registered company address at Priory House Pilgrims Court, Sydenham Road, Guildford, Surrey, England, GU1 3RX.

Family mediators ("Mediators"), whose services are requested, also act as data processors on behalf of the MoJ in the capacity of this scheme.

The type of personal data we process

We currently collect and use the following information:

- » Name
- » Postcode
- » Email (if provided)
- » Telephone number (if provided)
- » Legal aid status
- » Mediation undertaken, including, but not limited to:
 - Type of mediation attended
 - Type of issue mediated around
 - Your relationship to the child involved in the mediation
 - Length and cost of mediation
 - Mediation outcome
- » Court reference number (if applicable)

We may also collect special categories of information. Should you choose to complete a diversity questionnaire, we may also collect information on, but not limited to:

- » Race or ethnicity
- » Religious or philosophical beliefs
- » Sexual orientation

How we get your personal data and why we have it

Most of the personal information we process is provided to us by mediators in relation to your participation in the scheme. This allows Opia Limited to process and approve the voucher payment on behalf of the MoJ, and for analysis of the scheme.

We may also receive personal information directly from you, should you choose to fill in a diversity questionnaire or provide your contact details for further qualitative research.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

(e) We need it to perform a public task.

(a) Your consent. You are able to withdraw your consent at any time. You can do this by contacting support@familymediationvoucherscheme.co.uk

The legal bases on which the MoJ processes special categories of information you have provided, is on the basis of:

» The substantial public interest in the MoJ with equality or opportunity of treatment.

International data transfers

We will not routinely share personal information with parties located outside the United Kingdom or European Economic Area (EEA). If we do so, we will always rely upon a European Commission adequacy decision, as set in art.45 of the General Data Protection regulation or to appropriate safeguards, as set in art.46 of the GDPR or, in the case of transfers outside the United Kingdom in accordance with equivalent adequacy decisions, standards and safeguards under the UK Data Protection Act.

We will not otherwise transfer personal data outside of the UK or EEA.

How we store your personal data

Information is stored by Opia Limited until the end of their contracted period, subject to any extensions or earlier termination, whereby any data shall be returned to the MoJ for retention and destroyed by Opia Limited once processing is completed.

Personal data is stored securely and in accordance with our data retention schedule, whereby the MoJ will retain your data for five years, to allow for further study of the long-term impact of the scheme. Any personal identifiers will be deleted, and we will only retain necessary anonymised data.

Your Rights

- » Your right of **access** – You have the right to ask us for copies of your personal information.
- » Your right to **rectification** – You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.
- » Your right to **erasure** – You have the right to ask us to erase your personal information in certain circumstances.
- » Your right to **restriction** of processing – You have the right to ask us to restrict the processing of your personal information in certain circumstances.
- » Your right to **object** to processing – You have the right to object to the processing of your personal information in certain circumstances.
- » Your right to **data portability** – You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

Depending on the lawful basis on which your personal data is being processed, not all rights will apply. You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you. If you wish to exercise your data protection rights please contact:

Disclosure Team
Post point 10.38
102 Petty France
London
SW1H 9AJ

data.access@justice.gov.uk

How to complain

If you have any concerns about our use of your personal data, you can contact the MoJ data protection officer:

Data Protection Officer
Ministry of Justice
5th Floor, Post Point 5.18
102 Petty France
London
SW1H 9AJ

dpo@justice.gov.uk

You can also complain to the ICO if you are unhappy with how we have used your data.

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Helpline number: 0303 123 1113
ICO website: **<https://www.ico.org.uk>**

Client Consent

- ☐ I consent to receive a diversity and inclusion questionnaire upon completion of my mediation. I would like this to be emailed to
- ☐ I consent that the MoJ may contact me to discuss the outcome of my mediation for research purposes at a future date. My contact details are:

NAME:

TELEPHONE:

EMAIL:

YOUR SIGNATURE