

Privacy Policy

Harbour Mediation is committed to protecting your privacy and handling personal data in accordance with UK data protection legislation and professional mediation standards, including guidance issued by the Civil Mediation Council. This Privacy Policy explains how we collect, use, store, and protect personal information in connection with our mediation services and website.

Who we are

Harbour Mediation provides commercial and workplace mediation services. For the purposes of UK data protection law, we act as a data controller in relation to personal data we collect.

If you have any questions about this Privacy Policy or how your information is handled, please contact us using the details provided on our website.

2. Our approach to confidentiality

Confidentiality is a fundamental principle of mediation and central to our professional obligations.

All information shared with us in connection with enquiries, preliminary discussions, and mediation is treated as confidential, subject only to:

- Legal or regulatory obligations
- Safeguarding concerns
- Express agreement of the parties

This Privacy Policy should be read alongside our Agreement to Mediate, which sets out confidentiality provisions specific to the mediation process. A copy can be provided on request.

Information we collect

We collect only the minimum personal data necessary to deliver mediation services effectively and professionally. This may include:

- Names, job titles, organisations, email addresses, and telephone numbers
- Information provided during enquiries or initial consultations
- Background information relevant to a mediation
- Limited website usage data (such as IP address and basic analytics)

How we use personal data

Personal data is used only for legitimate mediation-related purposes, including:

- Responding to enquiries and arranging initial consultations
- Assessing suitability for mediation
- Preparing for and conducting mediation
- Communicating with parties, representatives, or organisations involved
- Meeting legal, regulatory, or professional obligations

We do not use personal data for marketing purposes.

Legal basis for processing

We process personal data on one or more of the following lawful bases:

- **Consent** – where you have provided it
- **Contract** – where processing is necessary to provide mediation services
- **Legitimate interests** – in operating a professional mediation practice
- **Legal obligation** – where disclosure is required by law

Sharing information

Information may be shared only where necessary and appropriate, for example:

- With mediation participants or their authorised representatives
- With professional advisers or service providers who are subject to confidentiality obligations
- Where required by law or regulatory bodies

Any sharing of information will be limited to what is necessary and proportionate.

Data storage and retention

We store personal data securely using appropriate technical and organisational safeguards.

Personal data is retained only for as long as necessary:

- To deliver mediation services
- To comply with legal or professional obligations
- In line with good practice guidance for mediators

Data is securely deleted or anonymised once it is no longer required.

Your rights

You have rights under UK data protection law, including the right to:

- Access the personal data we hold about you
- Request correction of inaccurate or incomplete data
- Request deletion of data where appropriate
- Object to or restrict certain processing
- Withdraw consent where processing is based on consent

Requests can be made by contacting us. We will respond within the required legal timeframes.

Website cookies and analytics

Our website may use basic cookies or analytics tools to understand website usage and improve functionality. These do not identify you personally.

You can control cookies through your browser settings.