

Privacy Notice and Consent Form

The University of Strathclyde is committed to transparency and to complying with its responsibilities under data protection legislation. This privacy notice sets out important information regarding how we will use your information and your rights under the legislation.

The Legislation

The General Data Protection Regulation (GDPR)/Data Protection Act 2018 is legislation which came into force on 25 May 2018. This notice is intended to meet the transparency requirements of GDPR and to ensure that all Mediation Clinic clients understand how their data will be used.

Who will process my personal information?

Under data protection legislation the University is the 'data controller'. This means that the University is responsible for how it uses and processes your personal data and for complying with requests from you in relation to your personal data, where appropriate under the legislation.

How we use your information

Once you contact the Mediation Clinic for advice, we will process the information on an enquiry form and any supporting documents requested as part of the enquiry process. We will seek your consent to process your personal data to:

- Gather information relating to your case to enable the Mediation Clinic to decide whether to offer a mediation service.
- Undertake investigatory work to progress your enquiry
- Provide mediation
- Ask you to complete an evaluation questionnaire to enable us to monitor and maintain high standards
- Ask you to participate in Queen Margaret University funded research into mediation in Simple Procedure [this only applies to individuals who take part in a joint mediation session].

What information about you do we collect and use?

When you contact the Mediation Clinic we will create a client file. This consists of the information provided by you during your initial telephone call with the Clinic and subsequent conversations about your case.

What happens to my data when my case has been reaches completion?

We will retain your personal data for a period of 3 months only.

Who we will share your data with?

We will share your data with our own external volunteer mediators.

Is my data secure?

Your personal data will be managed securely and held on University servers. Access will be restricted to only those staff or volunteer mediators who require it and on a 'need to know' basis. The University will employ any technical and organisational measures necessary to ensure the security of your data. You can find more information about our [Information Security policies](#) on our website.

Your Rights

You have the right to:

- Find out what personal data we process about you and obtain a copy of the data, free of charge within one month of your request. We may make a charge for additional copies of the same information;
- Ask us to correct inaccurate or incomplete data.

If you think we are acting unfairly or unlawfully you can:

- Object to the way we are using your data;
- Complain to the [UK Information Commissioner's Office](#).

Under certain conditions you also have the right to ask us to:

- Restrict the use of your data e.g. if you have raised issues about the accuracy or use of your personal data, until we have investigated and responded to your concerns;
- Erase your information or tell us to stop using it to make decisions about you;
- Comply with your wishes where you have previously agreed to us processing your data for a particular purpose and have withdrawn your consent to further processing;

Please contact us if you wish to exercise/enquire about any of these rights: email: hass-mediation-clinic@strath.ac.uk. You can access this privacy notice via our website: <https://www.strath.ac.uk/humanities/lawschool/mediationclinic/>

Please sign below to give your consent for your data to be processed by the University of Strathclyde Mediation Clinic.

[To be completed before the Mediation Clinic carries out any work on your behalf]

I give my consent for the University of Strathclyde Mediation Clinic to process my data and where appropriate to share it with authorised third parties necessary for the mediation process

(Signed) (Date).....

[To be completed ONLY after a joint mediation session]

I give my consent for my name and email address to be shared with a researcher based at Queen Margaret University who is conducting research into mediation services in Scotland. The researcher will make direct contact with you to invite you to participate in the research.

(Signed) (Date).....

I confirm that I have read the contents of this Privacy Notice.

Client Name:

Signature:

Date:

Mediation Clinic Staff: _____ Date: _____