

trustmediation

~ not-for-profit dispute resolution ~

Tel: 0207 353 3237 Fax: 0207 583 9521

www.trustmediation.org.uk info@trustmediation.org.uk



Trust Mediation Limited
218 Strand
London
WC2R 1AT

PRIVACY POLICY

Trust Mediation Limited is committed to preserving the privacy of all visitors to www.trustmediation.org.uk (the Website). Please read the following privacy policy to understand how we use and protect the information that you provide to us.

By using the Website, you consent to the collection, use and transfer of your information under the terms of this policy. Our Privacy Policy only applies to information which we obtain from you via the Website. If you visit a website operated by a third party through a link included on the Website, your information may be used differently by the operator of the linked website and may have different privacy and security policies. We do not have any control over any sites other than the Website and take no responsibility for information given to any site other than the Website.

INFORMATION THAT WE COLLECT FROM YOU

When you visit or access services on the Website you may be asked to provide certain information about yourself including your name and contact details. We may also collect information about your usage of this Website as well as information about you from messages you post to the Website and e-mails or letters you send to us.

USE OF YOUR INFORMATION

Your information will enable us to provide you with access to all parts of the Website and to supply the services you require. We will also use and analyse the information we collect so that we can administer, support, improve and develop our business. In particular, we may use your information to contact you for your views on our services and to notify you occasionally about important changes or developments to the Website or our services. Further, where you have consented, we might also use your information to let you know about other products and services which we offer which may be of interest to you and we may contact you by post, as well as by e-mail. If you change your mind about being contacted in the future, please let us know.

DISCLOSURE OF YOUR INFORMATION

The information you provide to us will be held on our computers and may be accessed by or given to our staff for the purposes set out in this policy or for other purposes approved by you. Those parties process information and provide support services on our behalf. We may also pass aggregate information on the usage of our site to third parties but this will not include information that can be used to identify you.

Finally, if our business enters into a joint venture with or is sold to or merged with another business entity, your information may be disclosed to our new business partners or owners.

Countries outside the European Economic Area do not always have strong data protection laws. However, we will always take steps to ensure that your information is used by third parties in accordance with this policy.

Unless required to do so by law, we will not otherwise share, sell or distribute any of the information you provide to us without your consent.

COOKIES

Cookies are small amounts of information which we store on your computer. Unless you have indicated your objection when disclosing your details to us, our system will issue cookies to your computer when you log on to the site. Cookies make it easier for you to log on to and use the site during future visits. They also allow us to monitor website traffic and to personalise the content of the site for you. You may set

Registered Office 218 Strand
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Company Number 6375267
(England and Wales)
Chairman Sir Henry Brooke

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up the browser on your computer to reject cookies although, in that case, you may not be able to use certain features on our Website. If you do not wish to receive cookies in the future, please let us know.

SECURITY AND DATA RETENTION

As required by the Data Protection Act 1998, we follow strict security procedures in the storage and disclosure of information which you have given to us to prevent unauthorised access.

We employ security measures to protect your information from access by unauthorised persons and against unlawful processing, accidental loss, destruction and damage. We will retain your information for a reasonable period or as long as the law requires. We do not keep your personal information any longer than is necessary.

We will take all reasonable steps to protect your personal information but cannot guarantee the security of any data you provide online. By using our Website and not advising us to the contrary, you agree to our using data in the way set out above and to accept the inherent security risks of providing information online without holding us responsible for any breach of security unless due to our negligence or wilful default.

We reserve the right to appoint an Internet Service Provider to host our website on our behalf which may be situated outside the European Economic Area. By agreeing to our terms and conditions of use of our website you consent to any transfer of your personal information outside the European Economic Area. You should be aware that countries outside the European Union may have a lower standard of protection for personal information than that required by the Data Protection Act 1998.

ACCESSING AND UPDATING

You are entitled to see the information held about you and you may ask us to make any necessary changes to ensure that it is accurate and kept up to date. If you wish to do this, please contact us. We are entitled by law to charge a fee of £10 to meet our costs in providing you with details of the information we hold about you. You may notify us of any amendments and corrections to previously collected information by e-mailing info@trustmediation.org.uk.

CHANGES TO OUR PRIVACY POLICY

Any changes to our Privacy Policy in the future will be posted to the site and, where appropriate, through e-mail notification. The company Trust Mediation Limited is registered under the Data Protection Act 1998 number Z1275374.

CONTACT

All comments, queries and requests relating to our use of your information are welcomed and should be addressed to info@trustmediation.org.uk or to the registered office of Trust Mediation Ltd, 218 Strand, London WC2R 1AT

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