



Exemplar Services England Limited

Privacy Policy

1.0 **Our contact details:**

1.1 Exemplar Services England Limited
4 Glen Avenue
Upper Batley
Batley
West Yorkshire
WF17 0ET
T: 07 982 938 449
E-mail: info@exemplarservices.co.uk
<https://www.exemplarservices.co.uk>

2.0 **The type of personal information we collect**

- 2.1 We currently collect and process the following information:
- Personal identifiable information (PII), contacts and characteristics
 - for example,
 - name
 - postal addresses
 - email address
 - Telephone numbers: mobile, business, personal
 - 2.2
 - Personal identifiers:
 - for example,
 - geographical location
 - family members
 - Children and young people date of birth

3.0 **How we get the personal information and why we have it?**

- 3.1 Most of the personal information we process is provided to us directly by you for different reasons. Aside from consent, the legal bases for collecting and processing personal information are:
- 'Public task'
 - We need to collect or process the information to carry out a task in the public interest, or for an official function
 - 'Contract'
 - We need to collect or process the information to fulfil a contract we've entered with the user - or because they have asked us to do something before entering a contract (for example, provide a quote

and or estimate)

- ‘Legal obligation’
 - We need to collect or process the information to comply with the law (this doesn’t include contractual obligations)
- ‘Legitimate interests’
 - We need to collect or process the information to protect your interests, or those of a third party (and it’s reasonable to do so when balanced against the user’s interests)
- ‘Vital interests’
 - We need to collect or process the information to protect someone’s life

4.0 **How we ask for consent**

4.1 We rely on consent from you and or a contracting client as the basis for collecting and processing personal information, it must be meaningful consent. If a user and or client refuses their consent, they must still be able to use the service. There may need to be reasonable adjustments made to services provided without consent.

Consent means the user has to explicitly agree to us using their information in a specific way, not just failing to say they disagree. We will ask a direct question rather than relying on the user ticking or unticking a tick/check box.

We will make it clear what the user is agreeing to. It’s not consent if the user doesn’t understand what they’re consenting to.

We will be equally clear about what the user should do if they want to withdraw their consent.

For example, if we want consent to send emails that aren’t directly related to providing the service, we might:

- Ask a direct question like:
 - ‘Can we send you emails about [X subject]?’
- Tell the user how often we usually send the emails, so they can make an informed decision
- Tell the user that they can stop the emails at any time, with details of how to do it.

5.0 **Identify an individual indirectly from the information we have** (together with other available information)

5.1 We receive personal information indirectly, from the following sources in the following scenarios:

- Referral from clients to provide services to users

- Users of the service such as educational institutions

5.2 In some circumstances there may be a slight hypothetical possibility that someone might be able to reconstruct the data in such a way that identifies the individual. However, this is not necessarily sufficient to make the individual identifiable in terms of UK Regulations. We will consider all the factors at stake.

- When considering whether individuals can be identified, we may have to assess the means that could be used by an interested and sufficiently determined person.
- We have a continuing obligation to consider whether the likelihood of identification has changed over time (for example as a result of technological developments).

6.0 **How we use the persona information**

6.1 We use the information that you have given us in order to:

- Respond to an enquiry/enquiries
- Respond to a referral, question, concern or complaint
- Issue legal documents, such as: Mediation certificates & Mediation settlement agreements
- Inform commissioners of services for monitoring and evaluation of contracts
- Inform participants to mediation and disagreement resolution processes
- Convene meetings
- Produce internal reports
- Confidentiality agreements
- Agreements to meditate
- Correspond with you

7.0 **Sharing information**

7.1 We may share some or all of the information with, for example:

- Local authority commissioning services and teams
- Educational institutions commissioning work
- Participants to mediations and or disagreement resolution work

7.2 Under Regulation the lawful bases we rely on for processing this information are:

- (a) Your consent.
 - a. You can remove your consent at any time.
 - b. You can do this by contacting Exemplar Services England Limited at the contact details given.
- (b) We have a contractual obligation.
- (c) We have a legal obligation.
- (d) We have a vital interest.
- (e) We need it to perform a public task.
- (f) We have a legitimate interest.

8.0 **Storing personal information**

8.1 Information is securely stored:

- On Microsoft servers with their security and compliance
- We do not keep personal data for longer than we need it.

- We keep personal data for the minimum period necessary depending on our purposes for holding the data.
- Standard retention periods wherever possible, to comply with documentation requirements are between three and 30 consecutive calendar days.
- We also periodically review the data we hold, and erase or anonymise it when we no longer need it.
- When data is erased it not possible for us to retrieve it. This is known colloquially as beyond salvage.
- Individuals have a right to erasure if we no longer need the data.
- We can keep personal data for longer if we are only keeping it for public interest archiving, scientific or historical research, or statistical purposes. This is highly unlikely.

9.0 **Destruction of data**

9.1 Methods of destruction are appropriate to the data held and prevent disclosure of personal data prior to, during or after disposal.

Our expectations:

- For paper documents, we use locked waste bins for records containing personal data, and either in-house or third party (cross) shredding or incineration is in place.
- For information held on electronic devices, wiping, degaussing (degaussing is the process of decreasing or eliminating a remnant magnetic field or secure destruction of hardware (shredding) is in place.
- Exemplar either holds, collects, or sends away securely confidential waste awaiting destruction.
- We have the necessary and proper contracts in place with third parties to dispose of personal data, and they provide us with assurance that they have securely disposed of the data, for example through audit checks and destruction certificates.
- We have a log of all equipment and confidential waste sent for disposal or destruction.

10.0 **Your data protection rights**

10.1 Under data protection law, you have rights including:

- 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.
- You do not have to pay any charge for exercising your rights. If you make a request, we have one month to respond.

10.2 Making a request

10.3 Contact us at:
 Exemplar Services England Limited
 4 Glen Avenue
 Upper Batley
 Batley
 West Yorkshire
 WF17 0ET
 T: 07 982 938 449
 E-mail: info@exemplarservices.co.uk
<https://www.exemplarservices.co.uk>

if you wish to make a request.

11.0 How to complain

11.1 If you have any concerns about our use of your personal information, you can express a concern or make a complaint to us at:
 Exemplar Services England Limited
 4 Glen Avenue
 Upper Batley
 Batley
 West Yorkshire
 WF17 0ET
 T: 07 982 938 449
 E-mail: info@exemplarservices.co.uk
<https://www.exemplarservices.co.uk>

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

The ICO's address:
 Information Commissioner's Office
 Wycliffe House
 Water Lane
 Wilmslow
 Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>

12.0 **Information Commissioner's Office Certification**

12.1 Exemplar's Data Protection Officer is:
Mr Tarun Ghosh

Exemplar's Certificate Reference number is: ZA851941

Renewal: annually