

Practice Privacy Notice

The Secret Majority – Family Mediation

Last updated: September 2026

1. About this privacy notice

This privacy notice explains how The Secret Majority (“we”, “us” or “our”) collects, uses, stores and protects your personal information when you contact us or use our family mediation services.

We are committed to handling your information respectfully, securely and in accordance with UK data protection law, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

For the purposes of data protection law, The Secret Majority is the data controller for the personal information we process in connection with our mediation practice.

2. What information we collect

Depending on the services you use, we may collect information including:

- your name and contact details;
- information about your family and circumstances;
- information relating to your children and child arrangements;
- financial information where relevant to the mediation;
- information contained in documents you provide to us;
- information about your communication and accessibility needs;
- information relevant to safeguarding and your suitability for mediation;
- information discussed during MIAMs, mediation sessions and related meetings;
- correspondence between you and us;
- records relating to appointments, payments and invoices; and
- information you provide through our website, enquiry forms or booking systems.

Some information may constitute special category data, for example information concerning health or other sensitive personal circumstances. We will only process such information where there is a lawful basis for doing so and where the additional requirements for processing special category data are met.

3. How we collect your information

We may collect information:

- directly from you;
- from the other participant in mediation, where appropriate;
- from solicitors or other professionals acting on your behalf;

- from documents you provide;
- through our website and online enquiry or booking forms;
- through email, telephone and video meetings; and
- where necessary, from relevant third parties for safeguarding or other legitimate purposes.

Where information is provided by another person, we will handle it in accordance with our legal and professional obligations.

4. How we use your information

We use your personal information where necessary to:

- respond to enquiries and arrange appointments;
- carry out MIAMs and assess whether mediation is appropriate;
- provide family mediation and related services;
- communicate with you and the other participant;
- prepare mediation documents and records;
- administer payments and invoices;
- comply with our legal, regulatory and professional obligations;
- consider and respond to safeguarding concerns;
- maintain appropriate professional records;
- obtain professional supervision or advice where necessary;
- improve the quality and administration of our services; and
- deal with complaints, legal claims or disputes.

We will not use information obtained during mediation for unrelated purposes.

5. Confidentiality and mediation

Mediation is a confidential process, subject to important exceptions.

Information shared within mediation will generally be treated as confidential and will not ordinarily be disclosed outside the mediation process without appropriate consent.

However, confidentiality cannot be guaranteed where disclosure is required by law or where there is a serious concern about safeguarding, risk of harm, or another circumstance in which disclosure is legally or professionally required or justified.

The precise confidentiality arrangements applying to your mediation will also be explained in our **Agreement to Mediate** and other relevant mediation documentation.

6. Lawful basis for processing

We process personal information using one or more of the lawful bases available under UK data protection law.

These may include:

- **Contract** – where processing is necessary to provide services you have asked us to provide;
- **Legal obligation** – where we are required to process information to comply with the law;
- **Legitimate interests** – where processing is necessary for the proper administration and development of our practice and does not override your rights;
- **Consent** – where we have asked for your consent to a particular use of your information; and
- **Vital interests or other lawful grounds** where this is necessary in exceptional circumstances, including certain safeguarding situations.

Where we process special category data, we will also rely on an appropriate additional condition under UK data protection law.

7. Who we may share information with

We will only share your personal information where there is an appropriate lawful basis to do so.

Depending on the circumstances, this may include sharing information with:

- your solicitor or legal representative, where appropriate;
- the other participant in your mediation, where appropriate;
- our Professional Practice Consultant (PPC) or other professional supervisor;
- professional or regulatory bodies where required;
- technology and service providers who help us operate our practice;
- accountants, insurers or professional advisers where necessary;
- courts or other authorities where legally required; and
- emergency or safeguarding services where necessary to protect someone's safety.

We will not sell your personal information or use mediation information for marketing purposes.

8. Professional supervision

As part of maintaining appropriate professional standards, mediation work may be discussed with a Professional Practice Consultant or other professional adviser.

Where possible, information will be anonymised or minimised so that individuals are not identifiable. Where identifiable information needs to be shared, this will only be done where there is an appropriate lawful basis.

9. How we protect your information

We take reasonable and appropriate technical and organisational measures to protect personal information against unauthorised access, loss, misuse, alteration or disclosure.

This includes appropriate controls around:

- access to electronic records;
- passwords and account security;
- email and electronic communications;
- storage of mediation documents; and
- disposal or deletion of information when it is no longer required.

No method of electronic transmission or storage can be guaranteed to be completely secure. We nevertheless take appropriate steps to reduce the risks involved.

10. How long we keep your information

We retain personal information only for as long as it is reasonably necessary for the purposes for which it was collected, including to meet legal, regulatory, professional, insurance and accounting requirements.

Different types of information may therefore be retained for different periods.

At the end of the applicable retention period, information will be securely deleted or destroyed, unless there is a lawful reason for retaining it for longer.

11. Your rights

Under data protection law, you may have rights including:

- the right to ask for access to the personal information we hold about you;
- the right to ask us to correct inaccurate or incomplete information;
- the right to ask us to erase information in certain circumstances;
- the right to ask us to restrict how we use your information in certain circumstances;
- the right to object to certain processing; and
- the right to data portability in certain circumstances.

These rights are subject to legal exceptions and are not absolute.

If you would like to exercise a data protection right, please contact us using the details below.

12. Website cookies and analytics

Our website may use cookies and similar technologies to ensure that the website operates properly and, where applicable, to understand how visitors use the website.

Where consent is required for particular cookies or technologies, we will ask for your consent before using them.

Further information is available in our website's **Cookie Policy**.

13. Third-party services

We use a number of trusted third-party providers to operate our practice, which may include providers of:

- website hosting and management;
- email;
- online calendars and booking systems;
- video conferencing;
- payment processing;
- document storage; and
- accounting or administrative services.

Where these providers process personal information on our behalf, we take reasonable steps to ensure that appropriate data protection and security arrangements are in place.

Some providers may process information outside the UK. Where this occurs, we will ensure that an appropriate lawful transfer mechanism and safeguards are in place where required by UK data protection law.

14. Children and information about children

Family mediation may necessarily involve information about children.

Where information about a child is provided as part of the mediation process, we will process it only where this is necessary and appropriate for the purposes of the mediation, safeguarding, legal obligations or another lawful purpose.

15. Safeguarding

Our commitment to confidentiality does not prevent us from taking action where we believe disclosure is necessary to protect someone from serious harm or where disclosure is otherwise required or permitted by law.

Where safeguarding information needs to be shared, we will disclose only information that is necessary and proportionate to the circumstances wherever possible.

16. Complaints about how we handle your information

If you have concerns about how we have handled your personal information, please contact us in the first instance so that we can try to resolve the issue.

You also have the right to complain to the **Information Commissioner's Office (ICO)**, the UK's independent data protection regulator.

Information about making a complaint is available on the ICO's website.

17. Contact us

If you have any questions about this privacy notice or how we process your personal information, please contact:

The Secret Majority

Email: nina@thesecretmajority.co.uk www.thesecretmajority.co.uk

Website: www.thesecretmajority.co.uk

Data Protection Contact: Dr Nina Francis

18. Changes to this notice

We may update this privacy notice from time to time to reflect changes to our services, technology, legal requirements or how we process personal information.

The most recent version will be published on our website with the date it was last updated.