

Privacy Notice – Ashford Mediation Service

Please be advised that by agreeing to a referral to Mediation – you agree for your name, contact details and case summary to be provided to Ashford Mediation Service. In order to facilitate Mediation your details may be shared by Ashford Mediation Service with the other parties involved in the case.

This privacy notice sets out how Folkestone & Hythe District Council's (F&HDC) Housing Service may collect, use, and share your personal information with regards to referrals to any Mediation Services.

F&HDC and its Data Protection Officer can be contacted at: The Data Protection Officer, Folkestone and Hythe District Council, Civic Centre, Castle Hill Avenue, Folkestone, Kent, CT20 2QY or you can email on: data.protection@folkestone-hythe.gov.uk

The processing of personal data is governed, in the UK, by the UK General Data Protection Regulation (the "UK GDPR") 2016 and any national implementing laws (Data Protection Act 18), regulations and secondary legislation, as amended or updated from time to time, and the regional supervisory authority is the Information Commissioner's Office.

We are registered with the Information Commissioner's Office with registration number Z605908X

Processing activities

Mediation gives those involved control over the way that their dispute or difference of opinion is dealt with. It is an effective alternative to going to court, often being both quicker and cheaper.

Folkestone and Hythe District Council may recommend impartial mediation when dealing with enquiries and complaints received about neighbour disputes or other antisocial behaviour matters. The purpose of this service is to facilitate the parties involved to find resolution.

Folkestone and Hythe District Council has a service level agreement in place with **Ashford Mediation Service** and may recommend referral in some circumstances.

Ashford Mediation Service is a separate data controller to that of Folkestone and Hythe District Council.

If a referral is agreed, Ashford Mediation Service will receive from Folkestone and Hythe District Council, **your name, contact details and case information**. While the mediation case is open, they will use this information to make appointments with you and to keep you informed throughout the case.

What Personal Data will we collect from you?

If a referral is made – Folkestone and Hythe District Council will provide Ashford Mediation services, with your name, contact details and summary of your case. Ashford Mediation Service will be in contact with you to discuss next steps.

How will Ashford Mediation Service use your information?

While the mediation case is open your information will be used to make appointments with you and to keep you informed throughout the case.

To assist with resolving your mediation case, Ashford Mediation Service may share your details with:

- **The other party involved in the mediation process, e.g. neighbour(s) NB we would only do this with your consent.**

Lawful bases for processing

The lawful bases for processing as set out in Article 6 of the UK GDPR that is relied upon to share your data with Ashford Mediation Service is that of **Consent**.

Retention period

Ashford Mediation Service retain case files for up to 3 years from resolution, after which time both paper and electronic records are destroyed.

Your rights

Unless subject to an exemption under data protection legislation, you have the following rights:

- the right to access.
- the right to rectification.
- the right to erasure.

- the right to restrict processing.
- the right to object to processing.
- the right to data portability.
- the right to complain to a supervisory authority.
- the right to withdraw consent.

For further information about your individual rights, including how to contact Folkestone and Hythe District Council's Data Protection Officer, please see our data protection pages. [Privacy policy | Folkestone & Hythe District Council](#)

Right to complain

We set ourselves high standards when it comes to protecting your personal data. For this reason, we take any complaints we receive from you about our use of your personal data very seriously and request that you bring any issues to our attention.

Where you are communicating with us for the purpose of making a complaint, we will only use your personal data to handle, investigate and respond to the complaint and to check on the level of service we provide.

If, having exhausted the complaint process, you are not content that your request or review has been dealt with correctly, you can appeal to the ICO to investigate the matter further by writing to:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Changes to this Privacy Notice

We may update this policy from time to time by republishing an updated version on our website.

You should check this page occasionally to ensure you are happy with any changes to this policy.

Version 1 June 2025