

Privacy Policy

This Privacy Notice explains how The Resolution Centre collects, uses, stores, and shares personal data when you use our services (including mediation, facilitation, coaching, consultancy, training, and events), engage with us on social media, or use our website.

Last updated: 8 January 2026

1. Who we are

The Resolution Centre is an Alternative Dispute Resolution service provider. We help individuals and organisations resolve conflict through mediation and related facilitation. We also provide coaching, consultancy, and personal and professional development services, including training.

For data protection purposes, The Resolution Centre is the **data controller** for the personal data we process (unless we tell you otherwise in writing for a specific piece of work).

Contact (data protection): Email: howard@theresolutioncentre.com

2. The personal data we may hold

Depending on what you engage us for, we may process:

A. Basic and contact details

- Name, role, organisation, relationship to the matter
- Postal address, email address, telephone number
- Communication preferences

B. Service delivery information (mediation, facilitation, coaching, consultancy)

- Information you provide (or that is provided about you) to help deliver the service
- Scheduling and attendance information
- Working documents and materials used during the process
- Agreed outcomes and documents you choose to sign or record

C. Training and events

- Registration details
- Attendance and assessment (where applicable)
- Access needs and dietary requirements (where you provide them)

D. Finance and admin

- Invoicing and payment records (we do not want card details by email)

E. Website and communications

- Website technical data (for example IP address, device and browser info, pages viewed)
- Enquiries and correspondence



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info@theresolutioncentre.com



www.theresolutioncentre.com



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F. Special category and sensitive information

Because we work with conflict, the information involved may include sensitive or special category data (for example health information, workplace grievances, trade union issues, religious beliefs, or equality-related information). We only process this where necessary for the service being delivered and with appropriate safeguards.

3. Where we get personal data from

We may collect personal data from:

- you directly (calls, emails, forms, meetings, training, or website)
- a commissioning contact (for example employer, HR, case sponsor)
- other participants or parties where relevant to the process
- limited publicly available sources where appropriate (for example a company website or LinkedIn)

4. Email, case content, and approved submission methods

We use email for **administration** (for example scheduling, logistics, contracting, and invoicing).

For confidentiality and security reasons, we do not send or accept mediation or case content by email (including Personal Stories, drafts, attachments, screenshots, excerpts, or detailed narratives).

Case content should be provided using one of the following approved methods:

- our secure upload link (preferred), or
- a hard copy Personal Story delivered in a sealed envelope, clearly marked for the mediator.

If you send case content by email despite this request, we will normally ask you to use an approved method instead, and we may delete the emailed content to reduce risk.

5. How we use personal data

We use personal data to:

- plan, deliver, and administer mediation and related services
- manage preparation, scheduling, attendance, and logistics
- prepare and manage materials needed for the process
- document outcomes and agreements that participants choose to record and sign
- deliver training and events, including attendance and assessment
- manage invoicing, accounts, and business administration
- protect our people, systems, and premises (security and misuse prevention)
- respond to enquiries and provide information requested
- send updates, invitations, and marketing communications where lawful, with opt-out
- meet legal and regulatory obligations
- handle complaints and professional or insurance matters if needed

6. Our lawful bases for processing

We rely on one or more lawful bases depending on what we are doing:

- **contract** (to deliver services you have asked us to provide)
- **legal obligation** (for example accounting and compliance)
- **legitimate interests** (running our operations safely and effectively, maintaining appropriate records, service improvement, and security), balanced against your rights
- **consent** (where required, including some marketing, and in some cases specific handling of sensitive information)

Where we process special category data, we only do so where a valid condition applies and we apply additional safeguards.

7. Mediation confidentiality, sharing between participants, and limits

Mediation and related work is handled as confidential, in line with the terms participants sign in the Agreement to Participate (Pre-Mediation Agreement).

Sharing between participants

As part of the process, participants may receive copies of other participants' Personal Stories and related materials. This is controlled, time-bound, and intended only for the mediation process. Personal Stories are highly confidential and must not be reproduced and will be confirmed as destroyed on completion.

Limits and exceptions

Confidentiality is not absolute. We may disclose limited information where:

- all participants approve the disclosure
- we are required by law, regulator, or court order
- disclosure is necessary to prevent significant harm to life or safety

Where disclosure is required, we aim to share the minimum necessary.

8. Who we share personal data with

We may share personal data with trusted third parties under appropriate confidentiality and data protection controls, including:

- associate mediators and delivery associates engaged to support delivery of the work
- suppliers and service providers (processors) such as IT support, cloud storage, email systems, website hosting, scheduling, finance/accounting, and marketing support
- event and training partners where co-hosting requires limited attendance sharing (we aim to keep this to a minimum and make it clear at registration)
- professional advisers (legal, insurance) where needed for advice, claims, or compliance

We do not sell or rent personal data.

9. International transfers

Some suppliers may store or process personal data outside Jersey (for example in the UK, EU, or elsewhere). Where personal data is transferred outside Jersey, we take steps designed to ensure appropriate safeguards are in place.

10. Retention and deletion

We keep personal data only for as long as necessary for the purposes it was collected for, including legal, regulatory, and professional requirements. Retention differs depending on what the information is for.

A. Mediation case content (substance)

We delete or destroy mediation case content held for the purpose of the process (for example Personal Stories, working documents, mediator notes, and session materials) when the process ends, except for the signed Agreement to Participate and any final signed outcome agreement.

Where Personal Stories are provided as hard copy in sealed envelopes, we keep them securely during the mediation process and shred them in a secure bin on closure.

B. Administrative correspondence and business records

We retain routine administrative correspondence and business records (for example scheduling, contracting, invoicing, and payment records) for legitimate business purposes and for legal or regulatory requirements.

If you want our retention schedule for a particular service line, ask and we will provide it.

11. Your rights

You have rights in relation to your personal data, subject to lawful limits and exemptions. These can include:

- access to your personal data
- correction of inaccurate data
- deletion in some circumstances
- restriction of processing in some circumstances
- objection (including an absolute right to object to direct marketing)
- data portability in some circumstances
- rights relating to automated decision-making and profiling

We do not use automated decision-making that produces legal effects or similarly significant effects.

12. Security

We use appropriate technical and organisational measures designed to protect personal data against unauthorised access, alteration, loss, or misuse. No internet transmission is completely secure, but we take reasonable steps to reduce risk.

13. Complaints

If you have concerns, please contact us first so we can try to resolve the issue, following the [guidance on our website](#). You also have the right to complain to the Jersey Office of the Information Commissioner (JOIC).

14. Changes to this Privacy Notice

We keep this Privacy Notice under review. Updates will be posted on our website.