



ARMSTRONG MEDIATION
Managing Conflict Compassionately

Privacy Policy

What is this policy is about?

Your privacy matters. Armstrong Mediation will protect personal information I gather about you. This policy explains how I manage your personal information and what you can do if you are unhappy about how I do this. The policy is consistent with the [Australian Privacy Principles](#) and the Australian [Privacy Act 1988](#).

What is personal information?

Personal information is information about you and from which you can be identified. For example: your name, signature, address, telephone number, medical information or information about your personal circumstances or an opinion about you.

Who do I collect personal information about?

Armstrong Mediation collects information about clients, potential clients, suppliers and business associates.

Why do I collect personal information?

Armstrong Mediation collects personal information to help me provide and market my services.

How do I collect personal information about you?

Armstrong Mediation collects personal information about you through online enquiry forms, face-to-face and telephone meetings and business cards. When you consent I sometimes obtain personal information from other professionals over the telephone or in the form of a report.

Is personal information collected by Armstrong Mediation's website?

Armstrong Mediation collects personal information through online enquiry forms. It is also collected by other organisations on my behalf to analyse online search patterns and history.

Do I collect sensitive information?

Armstrong Mediation may collect sensitive information about you. Sensitive information is information about you:



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racial or ethnic origin; or political opinions; or religious beliefs or affiliations; or philosophical beliefs; or membership of a professional or trade association; or sexual preferences or practices; or criminal record; or health information.

Sensitive information will only be disclosed if required by Australian law, by a court, tribunal or regulatory authority or if you consent to its disclosure.

How do I protect your personal information?

Armstrong Mediation protects your personal information by storing it securely and protecting electronic records. After I have provided a service to you I destroy your files and notes, other than the Mediation Agreement and any Terms of Agreement or document recording mediation outcomes, in accordance with best practice requirements.

Do I share your personal information?

Armstrong Mediation will only share your personal information with others if you consent to its disclosure or if I am required to disclose it by Australian law or a court, tribunal or regulatory authority. I am obliged by law to keep confidential any information you provide for a mediation unless there is a risk of harm or a violent offence.

Can you access your personal information?

You can access your personal information held by Armstrong Mediation and you may correct it if you think it is incorrect. You are not able to access information about any other person, including your family members or your spouse or partner.

Can you make a complaint?

If you are unhappy about how I have managed your privacy or if you think I have breached the Australian Privacy Principles, please talk with me. If you wish to make a formal complaint about your concern, please contact the [Resolution Institute](#).