RJ INTERNATIONAL MEDIATION
English mediation for a global community

User Friendly summary of GDPR for mediation

Your Rights Under the GDPR

When you work with a mediator, you share personal information — such as contact details, background information about the dispute, and sometimes sensitive personal data. The General Data Protection Regulation (GDPR) protects how this information is collected, used, and stored.

Here's an overview of your main rights:

1. Right to be informed

You have the right to know:

- What personal data we collect about you.
- Why we collect it and how we use it.
- Who has access to it and how long we keep it.

We'll always provide this information in a privacy notice before collecting your data.

2. Right of access

You can ask to see the personal data we hold about you at any time. We'll provide a copy within one month of your request.

3. Right to rectification

If any of your information is incorrect or incomplete, you can ask us to correct it promptly.

4. Right to erasure ("right to be forgotten")

You can ask us to delete your personal data when:

- It's no longer needed for mediation purposes, or
- You withdraw your consent (where consent was the legal reason for processing).

Some records may need to be kept for legal or record-keeping reasons, but we'll explain this clearly if that applies.

5. Right to restrict processing

You can ask us to limit how we use your data — for example, while we check its accuracy or review an objection.

6. Right to data portability

If you want your personal data transferred to another mediator or organisation, we'll provide it in a commonly used, machine-readable format.

7. Right to object

You can object to us using your data for particular purposes; for example, marketing or research (which rjinternationalmediation does not do). We'll stop unless there are strong, lawful reasons to continue.

8. Rights related to automated decision-making

Mediation decisions are always made by people — not algorithms — so this right normally won't apply. But if we ever use automated tools, we'll always explain how they work and your right to challenge them.

9. How We Keep Your Data Safe

We store data securely and limit access to those directly involved in the mediation process. All electronic files are password-protected and stored on secure servers, and any paper files are kept in locked storage.

For more detailed information please see the Data Security Policy

10. How to Exercise Your Rights

You can contact us at *privacy@rjinternationalmediation.com* at any time to make a request or ask questions about your data.

If you're not satisfied with how we handle your information, you have the right to complain to the **Autoriteit Persoonsgegevens** (the Dutch Data Protection Authority).

They can be contacted at *autoriteitpersoonsgegevens.nl*.

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