

Privacy Policy

Respect Resolution Privacy Policy

Respect Resolution values your privacy and is committed to protecting your personal information.

1. Information We Collect

We may collect personal details such as your name, contact information, and case-related information when you:

- Submit an enquiry through our website.
- Book or participate in a mediation.
- Communicate with us by phone, email, or online.

2. How We Use Your Information

We use your information to:

- Arrange and manage your mediation service.
- Communicate with you about bookings, payments, and next steps.
- Improve our services and meet legal obligations.

3. How We Store & Protect Data

- Information is stored securely through our systems (e.g. Wix, email, payment provider).
- Access is restricted to Respect Resolution staff and, where necessary, accredited mediators.
- We take reasonable steps to prevent unauthorised access, disclosure, or misuse.

4. Disclosure

We only share your personal information with:

- Accredited mediators assigned to your case.
- Service providers who assist us with IT, payments, or administration.
- Authorities if required by law (e.g. safety concerns).

5. Your Rights

You may request access to, or correction of, your personal information by contacting us at **hello@respectresolution.com**.

6. Contact Us

If you have any questions or concerns about privacy, please contact us:

 **hello@respectresolution.com**

 **0412 910 344**

Accessibility Statement

Respect Resolution Accessibility Statement

Respect Resolution is committed to making our website and services accessible to everyone, including people with disabilities.

- We aim to follow the Web Content Accessibility Guidelines (WCAG) to provide an inclusive online experience.
- If you experience difficulty using our site, please contact us by phone on **0412 910 344** or email **hello@respectresolution.com**, and we will provide assistance.
- We welcome feedback and are committed to improving accessibility in both our online and in-person services.

Terms of Service

Respect Resolution – Terms of Service

These Terms of Service apply to all clients engaging Respect Resolution for mediation and related services. By booking or participating in a mediation through Respect Resolution, you agree to the following:

1. Nature of Services

- Respect Resolution provides **coordination and administration** of mediation services, connecting clients with accredited mediators from our panel.
- Respect Resolution does **not provide legal advice**. Mediators are independent professionals responsible for conducting the mediation process.
- Mediation is a voluntary process. Any agreements reached are made by the parties themselves, not imposed by Respect Resolution or the mediator.

2. Confidentiality

- Mediation is a confidential process.
- Respect Resolution staff will only access information necessary for administration and scheduling.
- Mediators are bound by confidentiality under the National Mediator Accreditation System (NMAS) and applicable laws.
- Confidentiality may be broken only where required by law (e.g. safety concerns, child protection).

3. Fees & Payment

- Fees will be confirmed in writing prior to mediation.
- Payment is made to Respect Resolution by credit/debit card, PayID, or bank transfer.
- Bookings are confirmed once full payment is received and cleared.
- Respect Resolution may deduct an administration fee if a refund is required.

4. Cancellations & Rescheduling

- Cancellations with **at least 5 business days' notice** will receive a refund minus a \$200 administration fee.
- Cancellations with **less than 5 business days' notice** may forfeit up to 50% of the mediation fee.
- Rescheduling is permitted subject to mediator availability; additional costs may apply for late changes.

5. Client Responsibilities

- Clients must provide accurate information during intake.
- Clients agree to participate in mediation in good faith.
- Clients are responsible for seeking independent legal or financial advice before signing any mediated agreement.

6. Limitation of Liability

- Respect Resolution is not liable for any outcome of mediation or subsequent agreements between parties.
- Mediators are independent professionals and are individually responsible for their professional conduct, accreditation, and insurance.

7. Governing Law

These Terms are governed by the laws of Queensland, Australia. Any disputes arising from these Terms will be subject to the jurisdiction of Queensland courts and tribunals.

8. Contact

For questions regarding these Terms, please contact:

 hello@respectresolution.com

 **0412 910 344**



**Respect
Resolution**
Australia