

IT, Security & Privacy Statement

IT & Security

TMG Corporate Services / The Mediator Group operates a fully redundant and secure IT environment as follows:

- Dedicated servers hosted in our IT partner data centres in the UK (UKFast), the USA, Singapore and South Africa running CentOS5 & Plesk 9 and co-located for redundancy.
- Managed Redundant Cisco ASA Firewalls.
- RAID array disk drives with mirroring implemented.
- 24/7 Emergency Hardware Support with PROtection Package.
- Daily Backups locally and remotely to the cloud using Amazon S3 encrypted backup.
- 99.99999% uptime Service Level Agreement.
- Access to the TMG Corporate Services / The Mediator Group website (www.themediatorgroup.org) is over SSL with a CA certificate using 2048 bit SSL encryption.
- Access to all Quaesta databases is over SSL with a CA certificate using 2048 bit SSL encryption.
- Amazon S3 cloud servers are based in:
 - Dublin, Ireland for European customer data;
 - Dallas, Texas for customers in the Americas;
 - Singapore, Singapore for Asia-Pac customers;
 - Durban, South Africa for African customers.
- The Quaesta platform is based on: Apache Tomcat; Developed using MySQL with InnoDB Support, GD, SimpleXML and PHP5.
- All servers are fully redundant but all Quaesta databases are also backed up at 10 minute intervals to a remote location.

For further information please email IT@themediatorgroup.org.



QUAESTA – Real Time Information for Clients

TMG Corporate Services / The Mediator Group has developed an industry leading portal called QUAESTA to implement timely and effective two way communication with our clients. With QUAESTA, our clients are capable of reviewing the status of processes in progress and can review cases at will. Clients can also intervene in the process by adding comments and suggestions or attaching files to our internal case histories. QUAESTA addresses some of the main issues that challenge our industry – timely and effective client communication; self service and transparency. In addition, QUAESTA allows clients to view their billing processes and make payments on account.

For queries please email quaesta@themediatorgroup.org.

Privacy Policy

Client and subject privacy is important to TMG Corporate Services / The Mediator Group. This Privacy Statement provides information about the personal information that TMG Corporate Services / The Mediator Group collects, and the ways in which TMG Corporate Services / The Mediator Group uses that personal information.

Personal information collection

TMG Corporate Services / The Mediator Group may collect and use the following kinds of personal information:

- information about your use of this website including information submitted on forms;
- information that you provide using for the purpose of registering with the website, specifically for use of the QUAESTA application;
- information about transactions carried out over this;
- information that you provide for the purpose of subscribing to the website services; and
- any other information that you send to The Mediator Group.

Using personal information

TMG Corporate Services / The Mediator Group may use your personal information to:

- administer our website(s);
- personalize these websites for you;
- enable your access to and use of the website(s) services;
- publish information about you on the website(s);
- send to you products that you purchase;
- supply to you services that you purchase;
- send to you statements and invoices;
- collect payments from you; and
- send you marketing communications.

Where TMG Corporate Services / The Mediator Group discloses your personal information to its agents or sub-contractors for these purposes, the agent or sub-contractor in question will be obligated to use that personal information in accordance with the terms of this privacy statement.

In addition to the disclosures reasonably necessary for the purposes identified elsewhere above, TMG Corporate Services / The Mediator Group may disclose your personal information to the extent that it is required to do so by law, in connection with any legal proceedings or prospective legal proceedings, and in order to establish, exercise or defend its legal rights.

Securing your data

TMG Corporate Services / The Mediator Group will take reasonable technical and organisational precautions to prevent the loss, misuse



or alteration of your personal information. TMG Corporate Services / The Mediator Group will store all the personal information you provide on its secure servers. Information relating to electronic transactions entered into via this website will be protected by encryption technology.

Cross-border data transfers

Information that TMG Corporate Services / The Mediator Group collects may be stored and processed in and transferred between any of the countries in which TMG Corporate Services / The Mediator Group operates to enable the use of the information in accordance with this privacy policy. In addition, personal information that you submit for publication on the website will be published on the internet and may be available around the world. You agree to such cross-border transfers of personal information.

Updating this statement

TMG Corporate Services / The Mediator Group may update this privacy policy by posting a new version on this website. You should check this page occasionally to ensure you are familiar with any changes.

Other websites

This website contains links to other websites. TMG Corporate Services / The Mediator Group is not responsible for the privacy policies or practices of any third party.

Contact TMG Corporate Services / The Mediator Group

If you have any questions about this privacy policy or TMG Corporate Services / The Mediator Group treatment of your personal information, please write to us at:

- by email to privacy-policy@themediatorgroup.org; or
- by post to P.O Box 12117, Fonthill, Dublin 22, Ireland.