

## Privacy Policy of Family Heritage Search

The Family Heritage Search privacy policy sets out how we use and protect any information that you give Family Heritage Search when you use this web site or social media page.

Family Heritage Search is committed to ensuring that your privacy is protected.

Should we ask you to provide certain information by which you can be identified when using this website, it will only be used in accordance with this privacy statement.

Family Heritage Search may change this policy from time to time by updating this page. You should check this page regularly to ensure that you are happy with any changes. This policy is effective from 25<sup>th</sup> May 2018.

### What Personal Information will be kept and what it is used for?

1. Name and Personal Contact details<sup>1</sup> of the Client for invoicing purposes and contact specific to the work being undertaken.
2. Name and Personal Contact details<sup>1</sup> of potential clients, for the purpose of communications in relation to a research contract only.
3. Should it be required as part of the research brief, Family Heritage Search will obtain from the Client or via research processes, details of names, vital events<sup>2</sup>, addresses and occupations of living relatives which are related to the research being undertaken.
4. No personal information will be given to any 3<sup>rd</sup> Party, unless required to do so by law enforcement agencies or with the specific written consent of the Client. The Client will be given details of the 3<sup>rd</sup> Party involved.
5. Personal information belonging to Clients, Potential Clients or any living individual being researched, will not be used for marketing purposes.
6. Any testimonials on the website or social media will only use initials and town/county/country.

### How long do we keep Personal Information for?

1. Contracts, Contact Sheets, Invoices and Receipts which contain the name and contact details of the Client will be retained for tax purposes in relation to the business of Family Heritage Search for a period of six years. This is necessary as it is required by HMRC regulations for the self-employed.
2. Email communications from Clients and prospective Clients, will be retained for a period of one year after the completion of the research, this is in case further research is required.
3. Any information which relates to living individuals with a research project will be archived and not used after the work on the research project has been completed and paid for by the Client. The research will be stored on external media not network connected within the business premises of Family Heritage Search.
4. Should there be a need to upload any details to a Cloud based storage such as Dropbox or Google Drive (and this information contains details of living individuals) then the document will be password protected and deleted once the Client has notified Family Heritage Search that it has been downloaded.

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<sup>1</sup> Contact details refer to email address, postal address and telephone number(s).

<sup>2</sup> Birth and Marriage details which may include former names, dates and locations.

## **Your Rights to request, change or remove information.**

1. You have the right to request details of personal information held by Family Heritage Search.
2. You have the right to correct information should it be proven to be incorrect.
3. You have the right to request removal of personal information from systems of Family Heritage Search, except those held to comply with HMRC Regulations for the Self-Employed.
4. Any request to remove or correct information held, should be made using the contact details on the website.

## **Security**

At Family Heritage Search we are committed to ensuring that your information is secure. In order to prevent unauthorised access, we have put in place suitable physical and electronic processes to safeguard and secure the information we collect online.

## **Website Operation**

Google Analytics is used by Family Heritage Search for tracking traffic patterns on the website, this will collect certain personal information such as Country, Language, Browser used and service provider. As from 25<sup>th</sup> May 2018 all user information will be retained for 14 months after which Google Analytics will then automatically delete information that is older than 14 months on a monthly cycle.

## **Links to other websites**

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over the other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **Social Media**

Family Heritage Search operates on a number of Social Media platforms such as Facebook and Twitter, each of these platforms has its own privacy policy which you are recommended to read.

Social Media providers will aggregate data based on visits to the pages which include details such as; number of visits, follows, likes, shares, reach and comments as well as basic analytics including country of origin, age range and gender.

Family Heritage Search can view the profiles of users who have followed, liked, shared or commented on social media pages or posts, subject to privacy restrictions from the Social Media provider.

Use of the messaging systems provided by Social Media providers will not be used for marketing purposes.

## **Additional Information**

Family Heritage Search reserves the right to modify this Privacy Policy at any change. All changes will be posted on this page and advice of any changes and reasons, will be posted on the blog page of this website.