



PRIVACY POLICY

At Ancestry and Heirs, we are committed to protecting and respecting your privacy.

This policy explains when and why we collect personal information about people who visit our website, how we use it, the conditions under which we may disclose it to others and how we keep it secure.

We may change this Policy from time to time to remain consistent with UK data protection requirements. By using our website, you are agreeing to be bound by this policy. Any questions you might have regarding this policy and our privacy practices can be emailed to the Data Controller: Nikki Paine at: nikki@ancestryandheirs.co.uk or writing to Mrs Nikki Paine, 63 Essella Road, Ashford, Kent. TN24 8AJ. Alternatively, you can ring 01233 613110.

Who are we?

We are Ancestry and Heirs, a genealogical research business that primarily investigates the family history of clients.

How do we collect information from you?

When you visit the website your IP address is stored alongside information on the pages you accessed, including the first and last pages that you looked at. This does not provide any personal information about you but allows us to monitor how the website is functioning. If you complete an enquiry form then your name, email address and contact number (should you provide it) is emailed through to our email account. This is NOT stored on any file on our computer systems but will remain on our email server should you contract us to undertake any research for you. We encourage that any payments made to Ancestry and Heirs are paid via PayPal. This means we will hold no details of your bank account.

If you do contract us, we will ask for relevant information that you know of your family. This might include living individuals. Historical research is not covered by the new Data Protection Regulations but some personal information on living relatives might be covered. As such we will only ask for information that is in the public domain e.g. birth, marriage, and details of spouses.

How the information is used

The information is used as a starting point to undertake any research that you require. In most instances this is in the form of a written genealogical report that will be posted to you and emailed to you. We reserve the right to keep this information as many customers come back at a later time to have a further branch of their tree researched. The existing tree would form the basis of the new tree.

Disclosure to third parties

At no time do we share or sell any of your personal details with other individuals. Some real research case studies do appear on the website but this is with the consent of the client concerned.

How your information is stored

Email information for our clients is kept on the Outlook email folder. Each client has their own folder. The email box is password protected. Client reports are kept on a password protected computer and when a report is completed all information that has been sourced is put into a client named folder. Files are kept for 5 years but after that they are deleted and copies can no longer be provided.

What are your rights?

If at any point you believe the information we process on you is incorrect you can request to see this information, and have it corrected or deleted. If you wish to raise a complaint on how we handled your personal data, you can contact our Data Controller, Nikki Paine, through the contact details given above.

If you are not satisfied with our response or believe we are failing to process your personal data according to the new regulations, you can complain to the Information Commissioner's Office (ICO).

Reviewed and updated 24 April 2022.