

# Privacy & Data Protection Notice

Family Folios is the trading name of Angela Aldam  
14 Chantry Road, Bishops Stortford CM23 2SF. Telephone: 01279 755089  
email: [angela@familyfolios.co.uk](mailto:angela@familyfolios.co.uk)

I am registered with the Information Commissioner's Office as a Data Controller under registration reference Z107740X.

I am fully committed to respecting the privacy of all living persons and will comply with current EU/UK data protection law (General Data Protection Regulation & the Data Protection Act 2018). If you have any concerns regarding the data I hold and process, please do not hesitate to contact me.

## 1 CLIENTS

---

In order to answer your enquiry I will need to know either your email address or UK phone number. To undertake research for you I will additionally need to have a record of your name and postal address. I will use this information solely to communicate with you about your research and to draw up invoices and receipts. Your details are held on the basis of our actual or proposed contractual relationship.

If you use the contact form on the website, your message will be transmitted to me by Weebly. The process includes recording your IP address. Their US servers are EU-US Privacy Shield certified.

I will not pass your details on to any third party unless required to do so by law, or unless asked to do so by you.

## 2 PERSONS INCLUDED IN THE RESEARCH

---

I do not undertake projects where the primary aim is to trace living people. Nevertheless, most projects will include information about living people to some degree.

The majority of the information I gather about living individuals will generally be provided by you. Please give careful consideration to who should be included and what level of detail they will feel is appropriate, taking full account of the sensitivities of the people concerned.

Where extensive detailed biographical data about a living individual's life is to be included in the finished report, the information will usually be obtained directly from the person or close family member(s) with their knowledge and cooperation.

Personal data about living people will be used on the basis of my legitimate interest, and that of you (my client), in compiling an accurate historic record of your family which can be preserved for posterity.

When considering the extent of the data to include in the project, I will take into account the currency, reliability, and public availability of the data, and the likelihood that the person would consider its inclusion intrusive or that it could result in any harm or distress. This will especially be the case for "special category data" (includes race, ethnic origin, religion, sexual orientation, genetics, & health data), criminal offences, or where the living person is a child. In some cases it may therefore be appropriate for me to restrict the information I record.

People generally have the right to be informed that data is being held about them. When researching records from the 20<sup>th</sup> century, I may discover and use information about people who may potentially

be living. Discovering the current contact details, if any, of individuals recorded in sources from long ago would typically require disproportionate effort. Where this is the case, and the data is being used in the context of historical research, the obligation to trace people to inform them that their data has been included does not apply.

You have the right to access the data I hold about you, the right to have any inaccuracies in the data rectified and the right to object to my use of the data. Under certain circumstances, you may have the right to limit my use of the data. The right of erasure will not generally apply in the context of historical research.

We all have a responsibility to respect the privacy of others. Where appropriate (e.g. if you intend to publish or circulate the research I have done for you) I can provide an alternative version of the data in which details of any living or potentially living people have been removed.

## **SECURITY**

---

All data will be held securely to prevent unauthorised access and backed up to a UK-based server to protect against data loss. Paperwork containing details of living people will be shredded on disposal.

Where personal data about living people needs to be shared with a subcontractor or 3<sup>rd</sup> party processor in order to complete some aspect of a project (e.g. sent to an external printer) I will ensure that they have appropriate data protection procedures in place.

I will take particular care if information is to be sent to a country where adequate privacy safeguards do not exist (*i.e.* outside: the EU, certain EU-approved countries, and where the EU-US Privacy Shield has been adopted).

Standard emails and postal services are not guaranteed as secure, and some data transfer services use servers based outside the EU. At your request, or where I consider the nature of the information to be transmitted requires it, extra security measures will be taken.

## **RETENTION**

---

Many of my clients return for further work over a long period of time, so I routinely keep your contact details and research data in electronic form (and sometimes paper form) for as long as practical. This will enable me to continue work, or answer later queries from yourself or from another genealogist that you have commissioned, or to re-supply lost material. If you do not want me to do this, please let me know.

However, any details which appear in invoices, receipts, bank statements etc. must be kept as part of my legal obligation to keep business records for tax purposes (up to 5 years from the last filing date for the tax year in which your last payment was received). I also have a legitimate interest in retaining copies of my authored work in order to demonstrate copyright.

## **QUERIES & COMPLAINTS**

---

If you have any queries or concerns about the data held by Family Folios, please contact me at the address above.

If you are not satisfied with my response you may contact the Office of the Information Commissioner (<https://ico.org.uk/concerns/>) who is responsible for regulating data protection and privacy matters in the UK.