

Privacy Policy

1) Introduction

The Cornwall Family History Society (CFHS) exists to aid the public in searching out their Cornish ancestry. For us to complete this roll we must hold a certain level of personal information, both that of our members or those who wish to partake of our services. This includes items such as name, address and email address. Other things such as members interests are optional and we now operative a positive opt in system; we assume there is no consent unless it is given by way of our signed General Data Protection Regulation (GDPR) 2018 form. This policy will include a rundown of all this data along with how its used and your personal rights regarding this information.

2) Information Required for Membership or Purchasing our Products

To hold a membership with CFHS your name, address and email address must be provided; this will herein be known as Personal Information. If you do not have an email address, please talk to the administrator for help in becoming a member. By purchasing a membership or any other product you are also agreeing to our terms and conditions so please make sure to check these out. You will be unable to progress without accepting. You are also accepting this privacy policy by agreeing to the terms and conditions.

You must also provide a valid method of payment. Our online shop uses the Worldpay banking system and CFHS only has access to the payee's name, what has been purchased from CFHS and the size of the transaction. If you have chosen to fill in the renewal form with card details, only the administration team will have access and they are stored securely.

Upon creation of a membership an automated email will be sent to the address that you have provided, with a link enabling you to set up your password. After the password has been set it can be reset on request but CFHS has no ability to view what the original password was. If this change becomes necessary, we would like to recommend that you immediately change the new one that we provide to one of your own devising to maintain your personal privacy and security. There is a further guide on the home page of our website. A further automated email will also be sent informing you of when your current membership is about to expire.

Sometimes you may desire to have your data removed. There will be more details on this below, but if this is the case please contact the administrator.

3) What Information Does CFHS Store and Why?

The first piece of data that we store is your Personal Information; which is name, address and email address, along with membership number. Without this we would be unable to provide the service that we do.

The second piece of data that we store is payment information. If a purchase has been made through the shop then all we have, and keep, is a record of what an order

consists of and basic information, name and amount. We do not have any more detailed access to the information that you provide to Worldpay, who process the transactions. If a credit or debit card is used in conjunction with the purchase of a membership or any other service that we provide, we store these details in secure places where there is either no access to the public or in locations where any individual will be accompanied by a member of the CFHS team. In the case of purchase by cash or cheque we also keep the completed membership or renewal form but by the nature of the payment there will be less information contained. These details are stored in the same manner as the memberships paid for by credit or debit card.

We store these due to legal requirement and tax purposes.

The third piece of data that we may store is any communications between the society and any individuals, companies or groups. These may be kept for either legal reasons, to help with any ongoing issues or so we can accept your feedback and therefore update our system for your best possible experience.

CFHS does have pages on social media. However, these are run by some of our members for your convenience so the society itself does not accept knowledge of information that appears on these platforms. These should be protected by the individual terms and conditions so if you have any issues please contact the providers themselves.

4) What Information Can Be Opted Into?

Sometimes you may want to use CFHS to try and find other people with similar family history interests to yourself or even to contact a previously unknown relative. As this service is not necessary for CFHS to fulfil its obligations, you must opt in to have access. To do this a GDPR form must be completed with your interests noted. At this point your name, address and/or email address will be visible to all members who have also provided consent.

Without this form you will not have full access to the Members Interests area and CFHS reserves the right to stop people having access if they abuse the facility. We also hold the right not to accept a GDPR form that has been edited by the user that makes the matter of consent ambiguous. On some occasions we may accept a signed letter or email confirming opting in, but these are at our discretion.

We also accept Gift Aid. We only accept this on memberships and a form can be found on our website or upon request. These include name, address, date and signature as mandatory requirements with an option of phone number and email address. These are a courtesy in case of any problems as the person who gift aids their donation may be liable in certain circumstances or in the case of a data breach. These are stored with our GDPR forms.

5) Data Retention and The Right to be Forgotten

By creating a membership with CFHS you are accepting our right to keep a copy of your information. Membership lengths are either 12 months or a lifetime. Regardless of which type we have an open-ended retention policy. The reasoning behind this is that many people who use our facilities are casual family history enthusiasts and we acknowledge that it can be an expensive hobby in terms of both time and money. Due to this some people may prefer not to be a continuous member but still have access to their same membership number for the sake of convenience.

However, any member also has the right to request that we remove their details and delete their account. If this is the case after the expiration date of a membership, then all the information connected with that membership number will be totally deleted from our system and there will be no further access or record. Legally we are still required to hold onto payment information to comply with British law, but there is no public access to this.

If a member wants their information deleted whilst having a current membership, then you are accepting that this will be cancelled and any further requests such as desire for a refund will be dealt with on a case by case basis.

In the case of the death of a current member, upon being informed we will cancel a membership but it is not our practice to delete it. This is in case the family wants access as by the nature of family history any information still applies. However, the membership type does not transfer in the case of a lifetime member.

When it comes to research done by the society on behalf of another we store the information that has been provided along with that which we have discovered. Our research volunteers have access to this information, so they can fulfil what they have been contracted to do and they may use external sources to find the requested information. As research is done in prepaid hourly instalments, this information is necessary for efficiency and to prevent redundancy when more detail is sought. Though research may have been paid for we have the right to keep a copy of information available in the public domain.

6) Information Shared with External Sources

CFHS will never share your personal information with any third parties apart from those necessary for us to provide the services we have been contracted for. The only third parties who have any access to information are our printers, who require names and addresses to distribute our journals, and our website and computer technicians who have extensive privacy obligations. We will never sell, rent or provide your personal data for any reason except in cases where we are legally obligated.

7) Your Access to Your Personal Information

Once you have logged into our website you can update your personal data. Here you can update your name address, email address and phone number. However, we would recommend that you contact the society to change it for you as otherwise we won't

accept any fault for incorrect details which may prevent you making full use of our services.

8) Data Breaches

In case of any data breaches, either proven or suspected, we have an obligation to inform the appropriate authorities. In this case that will be the Information Commissioners Office (OCI) and the police in certain situations. We are also obliged to inform you in any circumstance which we believe the breach may cause you a level of anxiety.

If you have any issues or queries, please contact us by telephone at 01872 264044 or alternatively by email at secretary@cornwallfhs.com.

This Privacy Policy was last updated 21st May 2018. A notification of any further updates will be published in our journal.