



LFHS Privacy Policy (GDPR)

1. Who we are

Name: Lincolnshire Family History Society
Address: Queen's Park Community Hub, South Park, Lincoln, LN5 8EW
Phone number: 07743 939970
Email: chairman@lincolnshirefhs.org.uk
Website: <https://www.lincolnshirefhs.org.uk/>
Charitable status: The Society is a Registered Charity (Number 1000724) in the United Kingdom.

2. Policy Statement

Lincolnshire Family History Society (LFHS, 'The Society', 'us' or 'we' henceforth) is committed to preserving the privacy of all those whose data it processes and of every visitor to its website. This document explains how we collect, use and protect the personal information that is provided to us in order to comply with 2018 UK General Data Protection Regulations (UKGDPR). It applies to both electronic and manual filing systems.

We only collect the information which is sent to us – including Title, Name, Address, Email address and Phone number (landline/mobile) – by:

- members (as part of the process of joining the society) who are then able to benefit from our services, which include
 - receiving our quarterly journal;
 - submitting their Members' Name Interests; or
 - requesting a publication from us;
- visitors to our website (who may contact us);
- speakers we engage for our meetings;
- any party with whom we interact;
- any member of the public who contacts us or requests a service.

3. Legal Basis

Under the UKGDPR, the Society is obliged to declare the *legal basis* for its processing of Personally Identifiable Data (PID). It has been determined that the legal basis for the majority of the Society's data processing will be '**legitimate Interests**' (clause 6(1)(f)).

Where the necessity arises to send PID to members who are domiciled outside the UK and/or where the destination is outside the EU or is a country where adequacy of safeguards remains to be determined, '**granular consent**' will be sought. As it is customary for LFHS to publish certain details (comprising member number, name, county/state and country) relating to new members in the Members' Interests Leaflet in its journal (which is sent to members in both the UK and overseas), consent will be sought in respect of all new members as part of the membership signing-up process.

4. Purpose/Legitimate Interests

The Society is also obliged to declare the *purpose* of its data processing. LFHS has determined that the purpose of the processing, and therefore the *legitimate interest*, is '**to facilitate the delivery of the journal and other services, correspondence to its members and the transaction of business with others with whom it from time to time may interact.**'

5. Responsible Persons

For the purposes of the UKGDPR, LFHS is a Data Controller and decisions about processing are made by the Executive Committee and the Trustees.¹ The Data Processors are:

- Primarily, the two Membership Secretaries;
- the Secretary;
- the Members' Interests Coordinator;
- the Resource Centre Manager;
- the Webmaster;
- the Branch Secretaries;

The contact details for the Executive Committee members and Data Processors can be found both on the Contacts and Help tab of the Society website and in the journal.

6. How PID is processed

LFHS uses your PID in the following ways. *(Please also refer to the Disclosure Section)*

- To identify you as a member of LFHS (A unique membership number is allocated to you to identify you).
- To send you a hard or electronic copy of the Journal.
- To compile a list of new members, on an insert with the Journal, when you join us providing you have given us permission to do this.
- As part of the access permission to the Members' Area of the website.
- To inform you of upcoming meetings.
- To enable other members of the Society to contact you if you have agreed to be contacted.

You may withdraw consent for any or all of this processing at any time. If you ask for all your Personal Information to be deleted², we will no longer be able to contact you.

7. How PID is stored and made secure

The Society stores PID on paper and/or in digital formats. We have in place physical, electronic, and administrative procedures to safeguard and secure the information we collect. These include limiting access to the data to only those people with proper reason and authorisation for access. Where your PID is in digital form, it is held on specific personal computers or storage hard drives that are protected with up-to-date security firewalls and password-protected against unauthorised access. Any paper copies of documents that contain Personal Information, unless already published, are kept in locked cupboards with no unauthorised access.

We may also collect, process and store Personal Information from you in the circumstances listed below:

- Letters or emails you send us, together with any reply from the Society, may be retained and archived.

{Section 7 continues overleaf...}

¹ "For convenience you may identify the organisation, as a whole, as the controller ... But for legal purposes the controller will actually be the relevant members who make the decisions about the processing by the organisation." Source <https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/controllers-and-processors/controllers-and-processors/what-are-controllers-and-processors/>

² Any Personal Information that has already been published in our Journals or inserts will have been widely distributed so it cannot be destroyed.



- If you supply information about yourself or other living individuals when you submit articles or requests for help for publication in the Journal, in which case this information may be published in hard copy or electronic form. You must provide the consent of any named living individual, whose Personal Information you provide before we can use the information. (Note that Information about deceased persons is not Personal Information under the law.)

8. A Data Subject's Rights³

Under the UKGDPR, an individual (Data Subject) has:

- the right to be informed about the collection and use of their personal data; ([ICO link](#))
- the right of access (see SAR below); ([ICO link](#))
- the right to rectification; ([ICO link](#))
- the right to erasure (to be forgotten); ([ICO link](#))
- the right to restrict processing; ([ICO link](#))
- the right to data portability; ([ICO link](#))
- the right to object; ([ICO link](#))
- rights in relation to automated decision making and profiling. ([ICO link](#))

9. Access to personal information

LFHS tries to be as open as it can be in terms of giving people access to their personal information. Under the UKGDPR individuals can ask if we hold personal information about them by making a '*subject access request*' (SAR). If we are holding information about you, we can:

- give you a description of it;
- tell you why we are holding it;
- tell you who it could be disclosed to; and
- let you have a copy of the information in an intelligible form.

A request for a statement of any personal information we may hold about you should be made in writing, addressed to the appropriate Membership Secretary at the address shown below, under Complaints.

10. Visitors to our website

When visitors come to our website, we collect information about their IP address and the pages they visit. This helps us to understand which areas of our website are the most popular and useful and to make improvements. This does not tell us who you are or where you live.

Whilst certain essential details of member log-ins to our Members Only Area are recorded, no personal visitor data is used or stored on our website.

Use of cookies by LFHS

We describe how we use cookies at Who's Who > [Cookies and Visitor Statistics](#) on our website.

Security and performance

We use third-party services to help maintain the security and performance of our website.

People who contact us via social media

We use the third-party provider Facebook to manage our social media interactions.

Private or direct messages we receive via social media will be stored by Facebook under their Terms and Conditions. They will not be shared with any other social media platforms that we may use.

³ ICO links are provided for readers to find definitions of the terms used.

11. Disclosure

New members' contact details comprising member number, name, county/state and country (for overseas members) are published as an insert which is delivered with the quarterly journal, **only if** consent has been given. Details will not be published if it is specifically requested that such information is withheld. Consent can be given using the relevant website page which is under the Membership Tab. Should you wish to withdraw your consent please contact your membership secretary.

We will make every effort to preserve your privacy, but we may be obliged to disclose information, where required to do so by law.

a) Contact Request

When a member, as a result of having seen the surname research interests of another member on the Society website, wishes to contact that researcher, the following procedures are adopted.

If a researching member has indicated that their contact details can be made known to enquiring members, then the researcher's contact details (usually an email address) are forwarded to the enquirer to enable them to get in touch. If the researcher has declined to share their contact details, then they are sent the details of the enquirer so that they can decide whether or not to initiate contact. Whilst the surname interests list is visible to non-members, our members are identified on the website only by their membership number: contact details are not disclosed there. Thus, the privacy of our members is upheld and the right of a researcher to contact an enquirer only if he/she wishes to do so is preserved. For the avoidance of doubt, the contact facility is only available to Society members.

12. People who use LFHS services

LFHS offers various services to the public. We use GenFair as a third-party shop front for book sales and download sales. We use both GenFair and Parish Chest for membership renewals online. Such third parties are only allowed to use the personal information collected to process sales and/or online membership applications/subscription renewals.

FindMyPast make available, on our behalf, some of our databases relating to deceased persons only.

It is necessary for us to hold the details of the people who have requested a service in order to provide it. Except as in the Disclosure Section above, we only use these details to provide the service the person has requested.

13. Complaints

LFHS strives to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate.

How to Make a Data Protection Complaint from 2026

If you believe that the Society has mishandled your personal data, failed to safeguard your information, or breached your data protection rights, you have a statutory right to lodge a formal complaint **directly with us**.

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How to Submit Your Complaint

You can submit your data protection concern through any of the following channels

- By Email: chairman@lincolnshirefhs.org.uk
- By Post: Lincolnshire Family History Society, Queen's Park Community Hub, South Park, Lincoln, LN5 8EW
- Verbally (e.g. at a meeting) or Online

You do not need to use technical legal language; simply state your concern clearly to any committee member.

Please include your full name, contact information, and a clear description of your data concern so we can investigate accurately.

Our Handling Process and Response Times

In accordance with the Data (Use and Access) Act 2025, the Society operates a strict internal complaints procedure:

- Acknowledgement:** We will acknowledge receipt of your complaint within 30 days.
- Investigation:** Our internal review will begin immediately without unjustifiable or excessive delay.
- Updates:** We will keep you reasonably informed throughout our inquiries, providing a point of contact if timelines change.
- Outcome:** We will formally notify you of the investigation's final outcome and details of any remedial action taken without undue delay.

Escalation to the Information Commissioner's Office (ICO)

Under the 2026 statutory rules, you are expected to give the Society the opportunity to resolve your complaint directly in the first instance. However, if you remain dissatisfied with our final outcome, or if we fail to respond appropriately, you maintain the right to escalate your complaint directly to the regulator via the ICO Complaints Portal <https://ico.org.uk/>.

Retaining Complaints

Information relating to a complaint will be retained for six years from closure. It will be retained in a secure environment and access to it will be restricted according to the 'need to know' principle.

14 Approval Record

Originally agreed by the Exec Committee on:		14 March 2024
Signed:	Chairman	<i>Anne Cole</i>
	Secretary	<i>Pam Downes</i>

2026 Revised version agreed by the Exec Committee		18 August 2026
Signed:	Chairman	<i>Colin Ashworth</i>

This PDF version (signed electronically) is stored on our website and in our Cloud storage

APPENDIX 1

Internal Committee Checklist for Handling Data Complaints

This checklist ensures that our committee members handle complaints consistently, meeting the Data (Use and Access) Act 2025 legal requirements, and it creates an audit trail for the ICO.

NOTE: If a complaint overlaps with a Subject Access Request (SAR), the SAR portion strictly maintains its distinct legal deadline of **one calendar month**.

Step 1: DAY 1 - Log and Secure

- i. ☐ **Forward immediately:** If another committee member receives a GDPR complaint they should send any written or verbal data to the designated data lead (The Chairman).
- ii. ☐ **Record details:** The member's name, contact information, and receipt date is to be entered into our secure internal complaint log.
- iii. ☐ **Restrict access:** This log will be accessible only to necessary committee officers to maintain confidentiality.

Step 2: Investigate and Track

- i. ☐ **Send acknowledgement:** Issue the formal receipt email (template below) **within 30 days** of receiving the complaint.
- ii. ☐ **Gather evidence:** Review where the member's data is stored, who accessed it, and if any breach or policy violation occurred.
- iii. ☐ **Note updates:** Document all internal findings, meeting notes, and timeline changes directly in your complaint log.

Step 3: Resolve and Close

- i. ☐ **Draft outcome:** Write a clear response explaining your findings and any fixes put in place (e.g. deleting data, updating access controls).
- ii. ☐ **Send final notice:** Email the outcome to the member without undue delay, explicitly stating they can escalate to the ICO if still unhappy.
- iii. ☐ **Archive securely:** Mark the log entry as "Closed" with the final date, keeping the records securely for a minimum of 6 years.

For more information see <https://ico.org.uk/for-organisations/how-to-deal-with-data-protection-complaints/what-do-we-do-when-we-receive-a-complaint/>

APPENDIX 2

Email Template: Mandatory Complaint Acknowledgement

Copy and paste this text, filling in the bracketed details, and send it to the member **within 30 days** of receiving their complaint.

Subject: Acknowledgment of your data protection complaint – [LFHS]

Dear [Member Name],

Thank you for contacting us. We are writing formally to acknowledge receipt of your data protection concern, which we received on [Insert Date Complaint was received].

We take the privacy of our members seriously. Your complaint is currently being reviewed by our committee in accordance with our internal data protection procedures and the Data (Use and Access) Act 2025.

What will happen next is:

- i. We will investigate the matters you have raised regarding your personal data.
- ii. We will keep you reasonably informed of our progress.
- iii. Once our investigation is complete, we will write to you again without undue delay to provide a formal outcome and details of any corrective actions taken.

If you have any additional information to provide while we review your case, please reply directly to this email.

Yours sincerely,

[Your Name / Title, e.g. Data Officer or Chairman]

Lincolnshire Family History Society

www.lincolnshirefhs.org.uk/