



# BLANCHARDS

## PRIVACY POLICY

### INTRODUCTION

This Privacy Notice explains how Blanchard's Inheritance Recovery ("we", "us", "our") protect and process our personal data on behalf of our clients and others using our services and website.

### ACCOUNTABILITY

Blanchard's Inheritance Recovery will be known as the 'Controller' of the personal data you provide to us. Our contact details can be found at the bottom of this page. We are registered with the Information Commissioners Office; you can view our Data Protection Act registration under the reference ZA709373. We are a registered company 11696757 in England and Wales and our VAT number is 312553826.

### PERSONAL DATA

Typically the information we collect and request from you is your full name, postal address, date of birth, email address, contact number, and when an estate is due to be paid to you, your bank details. As a genealogy company we will also collect details relating to your family tree, this includes names of relatives and dates of vital records (birth, marriage, deaths and censuses). To comply with our legal obligations we also require two forms of identification from our clients.

### SOURCES OF INFORMATION

We obtain information about you using a number of sources:

- You may volunteer the information. This can be done verbally, in writing (letter or email) or through our website.
- Via genealogy websites to build your family tree.
- Data Processors. We use two companies named GBG and LexisNexis to find information that helps us contact you. This can include your postal address, telephone number, email address, date of birth and cohabitants. Our lawful processing condition for use of these services is classed as 'legitimate interest'.
- From individuals who know you. If we fail to contact you directly we may ask a relative, friend or neighbour to put us in touch with you.
- Open Source Intelligence (OSINT). From time to time we will use open source research in order to help us locate you. OSINT is data collected from publicly available sources, for example your social media accounts.

- From third parties. Information may be passed to us by third parties in order for us to carry out our work. Typically these third parties are other genealogy firms, solicitors, the Government Legal Department, personal representatives, estate administrators, councils, banks and building societies.

### USE OF YOUR PERSONAL DATA

The reason we collect and request your personal data is to allow us to carry out our service. All personal data we acquire is used to benefit the beneficiaries of an estate.

Specifically your personal data may be used to:

- Contact you with regards to an estate
- Verify your identity
- Process your claim to an estate
- Make a payment to you

### DISCLOSURE OF DATA

During the course of our work we are likely to need to disclose some information to parties outside of us.

Examples might include providing your information to:

- Government Legal Department to prove your claim to an estate
- Probate Registry Office, where a grant is required - General Registry Office, to order birth, marriage and death certificates pertaining to your family tree
- Other research companies. If we are struggling to locate contact details for you we may give your information to other firms who may be able to locate you, this only usually occurs when you are based outside of the UK and is rarely necessary.
- Solicitors or Barristers where required

### SHARING OF DATA

We do not share personal information with third parties unless we need to do so. As some of your information will be stored on a computer, it could be shared with our system maintainers; however steps will be taken to protect your data should third party access be required.





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## DATA TRANSFERRED OUTSIDE THE EEA

In the rare cases that the parties we need to disclose information to are based outside of the EEA we may need to share your data with them. Should this be necessary, a high level of security precautions will be employed to keep your personal information safe.

## OUR WEBSITE

When someone visits our website we use Google Analytics to collect standard internet log information and details of visitor behaviour patterns. This information is processed in a way that does not identify anyone.

## DATA PROTECTION & SECURITY

We have company policies and procedures in place to protect your data from loss, misuse, alteration or unintentional destruction. Our staff who have access to the information have been trained to respect your confidentiality and to look after the data in our possession.

## INACCURATE INFORMATION

If you believe any information we hold about you is incorrect or incomplete or has been changed since you told us, please let us know as soon as possible so that we can update our records.

## YOUR RIGHTS

From the 25th May 2018 you are entitled to:

- Request a copy of the personal data we hold for you.
- Request for your data to be deleted
- Correct the data we hold for you
- Restrict data processing
- Object to the use of your personal data

## AUTOMATED DECISION MAKING

We do not use your information for automated decision making.

## HOW LONG WE STORE YOUR DATA FOR

Information is held on both on computers and manual files, we only retain information for as long as is necessary to carry our service and as is required by law.

## CHILDREN

Our website and services are not aimed specifically at children. However, if a child is entitled to inherit or would like to use our services we will require a parent or guardian's consent in order to process their personal data lawfully.

## COMPLAINTS PROCEDURE

If you have any complaints or concerns over how your data will be or is being used please contact us at [complaints@blanchardsinheritance.co.uk](mailto:complaints@blanchardsinheritance.co.uk). We will acknowledge your request within 2 working days and respond completely within 14 working days thereafter. If you are not satisfied with our response, the UK regulator on data protection issues is the Information Commissioners Office. Their telephone number is 0303 1232 1113 and website is [www.ico.org.uk](http://www.ico.org.uk).



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