

Privacy Policy

Surrey Genealogy

Last updated: 10th July 2026

1. Who We Are

This privacy policy explains how Surrey Genealogy collects, uses, and protects your personal data when you visit on www.surrey-genealogy.com

We are the data controller responsible for your personal data for the purposes of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Company name: **Surrey Genealogy**

Trading as: **Surrey Genealogy, a sole trader**

VAT number (if registered): **Not VAT registered**

Registered address: **55 Miles Road, Mitcham, London, CR4 3DA**

Contact email: **gawin.cole@gmail.com**

Data Protection Officer (if appointed): **N/A**

2. Information We Collect

We collect the following categories of personal data:

a) Information you give us

- Name, email address, postal address, and phone number
- Account login details (username and password, stored encrypted)
- Order details: items purchased, delivery address, order history
- Payment information for bank transfers, e.g. your bank account name and the reference you use, and/or our own bank details which we provide to you (see Section 4)
- Communications you send us, e.g. customer service enquiries, reviews

b) Information collected automatically

- IP address, browser type and version, device information
- Pages visited, time spent on pages, referral source, click behaviour
- Location data (general, derived from IP address)
- Cookie and tracking technology data (see Section 6)

c) Information from third parties

- Confirmation of receipt from our bank, where it identifies the paying customer
- Delivery status from our courier/shipping partners

- Data from marketing or advertising platforms (e.g. ad click data) where you have interacted with our ads

3. How We Use Your Information and Our Legal Basis

Under UK GDPR, we must have a valid legal basis to process your personal data. The table below sets out our purposes and legal bases.

Purpose	Examples	Legal Basis
Process and fulfil your orders	Taking payment, arranging delivery, order confirmations	Performance of a contract
Manage your account	Login, order history, saved preferences	Performance of a contract
Customer service	Responding to enquiries, complaints, returns	Performance of a contract / Legitimate interests
Marketing communications	Newsletters, promotional emails, personalised offers	Consent (or Legitimate interests for existing customers — soft opt-in)
Website analytics & improvement	Understanding site usage, fixing issues, improving UX	Legitimate interests / Consent (for non-essential cookies)
Fraud prevention & security	Detecting and preventing fraudulent transactions	Legitimate interests / Legal obligation
Legal & regulatory compliance	Tax records, consumer protection law	Legal obligation

4. Payment Information

We accept payment by direct bank transfer. We do not accept or process card payments, and we never collect, see, or store your card number, expiry date, or CVV.

When you pay by bank transfer, you send funds directly from your bank account to ours using the account details we provide. As part of this:

- We provide you with our own business bank account details (account number, sort code, account name) so you can make payment
- Your bank will typically share your name, account details, and the payment reference with us as the recipient, via the transaction record
- We use this information solely to match your payment to your order and to keep accounting records

Because no card data passes through our Site, this method falls outside the scope of PCI-DSS. However, we still hold bank-transfer-related personal data securely and only for as long as necessary for order fulfilment and our legal accounting obligations (see Section 7).

As a sole trader, Gawin Cole, trading as Surrey Genealogy, I am personally responsible for the security of this data and for compliance with UK GDPR and the Data Protection Act 2018.

5. Who We Share Your Data With

We do not sell your personal data. We may share it with:

- Our bank (to receive and reconcile your payment) — Nationwide Building Society
- Delivery/courier companies (to fulfil orders) — Royal Mail
- IT and hosting providers — Wix
- Email/marketing platforms
- Analytics providers — Google Analytics
- Advertising platforms — e.g. Meta Ads, Google Ads, where you have consented
- Professional advisers (accountants, auditors, lawyers) where necessary
- Law enforcement or regulators, where required by law

Where we share data with processors outside the UK/EEA, we ensure appropriate safeguards are in place (e.g. UK International Data Transfer Agreement, EU Standard Contractual Clauses, or an adequacy decision).

6. Cookies and Tracking Technologies

Our Site uses cookies and similar technologies to operate, analyse, and improve our services, and to support marketing.

Types of cookies we use

- Strictly necessary cookies — required for the Site to function (e.g. shopping basket, login session). Cannot be switched off.
- Analytics/performance cookies — help us understand how visitors use the Site (e.g. Google Analytics). Require consent.
- Marketing/advertising cookies — used to show you relevant ads and measure campaign performance (e.g. Meta Pixel, Google Ads). Require consent.
- Functionality cookies — remember your preferences (e.g. currency, language).

You can manage or withdraw cookie consent at any time via our cookie banner / preference centre, or through your browser settings. Disabling some cookies may affect Site functionality.

7. How Long We Keep Your Data

We retain personal data only for as long as necessary for the purposes set out in this policy, including to satisfy legal, accounting, or reporting requirements.

- Account data: retained while your account is active, plus 3 years after closure
- Order and transaction records: retained for 6 years to meet UK tax and accounting obligations
- Marketing data: retained until you unsubscribe or withdraw consent
- Customer service correspondence: retained for 3 years

8. Your Rights

Under UK GDPR, you have the following rights regarding your personal data:

- Right of access — request a copy of the personal data we hold about you
- Right to rectification — ask us to correct inaccurate or incomplete data
- Right to erasure — ask us to delete your data, in certain circumstances
- Right to restrict processing — ask us to limit how we use your data
- Right to data portability — receive your data in a portable format
- Right to object — object to processing based on legitimate interests or for direct marketing
- Rights related to automated decision-making and profiling, where applicable

To exercise any of these rights, contact us at gawin.cole@gmail.com

We will respond within one month, as required by law.

You also have the right to lodge a complaint with the UK's data protection regulator, the Information Commissioner's Office (ICO), at ico.org.uk or by calling 0303 123 1113.

9. How We Protect Your Data

We use appropriate technical and organisational measures to protect your personal data against unauthorised access, loss, or misuse, including encryption, access controls, and regular security reviews. However, no method of transmission over the internet is 100% secure, and we cannot guarantee absolute security.

10. Children's Privacy

Our Site is not intended for children under 13, and we do not knowingly collect personal data from children. If you believe a child has provided us with personal data, please contact us so we can delete it.

11. Changes to This Policy

We may update this privacy policy from time to time to reflect changes in our practices or legal requirements. We will post the updated version on this page with a revised "Last updated" date. We encourage you to review this policy periodically.

12. Contact Us

If you have any questions about this privacy policy or how we handle your personal data, please contact us:

Email: gawin.cole@gmail.com

Post: **Surrey Genealogy, 55 Miles Road, Mitcham, London, CR4 3DA**

Accessibility Statement

Surrey Genealogy

Last updated: 10th July 2026

1. Our Commitment

Surrey Genealogy is committed to making www.surrey-genealogy.com (the “Site”) accessible to as many people as possible, including people with visual, hearing, motor, or cognitive impairments.

As a sole trader providing genealogy research services, I want everyone — including older visitors, family historians, and people using assistive technology — to be able to find, understand, and use this Site easily.

2. How Accessible This Site Is

I am working towards meeting the Web Content Accessibility Guidelines (WCAG) 2.2 at level AA, which is the recognised standard for web accessibility. This Site has not yet undergone a formal accessibility audit, so I cannot currently confirm full conformance with this standard.

Known limitations at this time may include:

- Some older PDF documents may not be fully screen-reader accessible
- Some historical record images/scans may not have full text alternatives, due to the nature of archival material
- Some third-party booking or payment elements may not be fully under our control

I am actively reviewing the Site against WCAG 2.2 AA and will update this statement as improvements are made.

3. What I'm Doing to Improve Accessibility

- Using clear, plain language wherever possible, given the nature of genealogical and historical content
- Providing meaningful text alternatives for images where practical
- Ensuring sufficient colour contrast for text and interface elements
- Making sure the Site can be navigated using a keyboard alone
- Structuring pages with clear headings to support screen reader navigation
- Reviewing and improving accessibility on an ongoing basis

4. Limitations With Historical and Archival Material

Genealogy research often involves reproducing or linking to original historical documents, scanned records, handwritten certificates, and old photographs. Where these are reproduced from third-party archives (e.g. parish records, census documents, military records), I am not always able to alter their format or add full accessible alternatives, as this would affect their accuracy as historical sources. Where possible, I will provide a plain-text summary or description of key information alongside such documents.

5. Feedback and Contact Information

If you find any part of this Site difficult to use, or you need information in a different format (for example, large print, easy read, or audio), please get in touch:

Email: gawin.cole@gmail.com

Phone: **07725 136 245**

I will aim to respond to accessibility queries within 5 working days and will do my best to provide the information you need in a way that works for you.

6. Enforcement Procedure

This Site is operated by a private sole trader and is not currently subject to the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018, which apply to public sector organisations. This statement is provided voluntarily as part of my commitment to inclusive design.

If you are unhappy with how I respond to your accessibility query, you are welcome to raise this directly with me so I can try to resolve it.

7. Technical Information

This Site is built using Wix. I aim for it to be compatible with the following assistive technologies:

- Screen readers, e.g. NVDA, JAWS, VoiceOver
- Speech recognition software
- Keyboard-only navigation
- Browser zoom and text resizing up to 200%

8. Preparation of This Statement

This statement was prepared and last reviewed on *10th July 2026*. It will be reviewed and updated periodically as the Site develops and as accessibility improvements are made.