

Privacy Policy

The Institute of Heraldic and Genealogical Studies 80–82 Northgate, Canterbury, Kent CT1 1BA, United Kingdom Telephone: +44 (0)1227 768664 Email: admin@ihgs.ac.uk Website: <https://www.ihgs.ac.uk> Registered Charity No. 313304 • Company No. 01629916

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The Institute of Heraldic and Genealogical Studies (IHGS) is committed to protecting your privacy. This Privacy Policy explains how we collect, use, store, and protect your personal data when you interact with us — whether through our website, by enrolling on a course, commissioning research, purchasing from our shop, subscribing to our newsletter, or contacting us in any other way.

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

1. What personal data we collect and why

Purpose / Activity	Categories of personal data	Lawful basis for processing
Enrolling you on a course or tutorial	Name, postal address, email, telephone, date of birth (where relevant), educational history, correspondence	Performance of a contract with you
Issuing certificates and maintaining student records	Name, course results, correspondence	Performance of a contract • Legitimate interests (maintaining academic records)
Family History or Heraldic Research	Name, postal address, email, telephone, correspondence, family information that is appropriate to our services.	Performance of a contract with you
Processing purchases in our online shop	Name, billing/delivery address, email, payment details (we do not store full card numbers)	Performance of a contract with you
Sending our newsletter and marketing updates	Name and email address	Consent (you can withdraw at any time)
Responding to enquiries	Name, email, telephone, and any information you choose to provide	Legitimate interests (providing customer service)
Administering the charity and meeting legal obligations	Financial records, Gift Aid declarations	Legal obligation • Legitimate interests

Purpose / Activity	Categories of personal data	Lawful basis for processing
Website functionality and security	IP address and session data (via one strictly necessary cookie only)	Legitimate interests (keeping the site secure and functional)

We do **not** carry out any automated decision-making or profiling.

2. How we collect your personal data

- Directly from you (application forms, emails, phone calls, website forms, shop checkout).
- Automatically via the strictly necessary session cookie when you visit our website (see our separate Cookies Policy).

3. Who we share your data with

We only share your personal data where necessary and always under strict confidentiality:

- Our staff and accredited tutors
- Payment processors (e.g. Stripe or WorldPay – card details are processed securely by them and are **not** stored by us)
- Professional advisers (accountants, lawyers) where required
- HMRC, the Charity Commission, or other regulators when legally obliged
- IT and website hosting providers (currently UK-based)

We do **not** sell your data and we do **not** transfer it outside the United Kingdom or European Economic Area.

4. How long we keep your data

Type of record	Retention period
Student academic records & certificates	Permanently (for historical and verification purposes)
Family History and Heraldic Research	Permanently (for historical and verification purposes)
Financial and transaction records	7 years after the end of the relevant tax year
Course correspondence & enquiries	Up to 3 years after last contact
Marketing subscribers	Until you unsubscribe or withdraw consent

After these periods, data is securely deleted or anonymised.

5. Your rights under UK data-protection law

You have the right to:

- Access your personal data (subject access request)
- Rectify inaccurate data
- Erase your data (“right to be forgotten”) in certain circumstances
- Restrict or object to processing
- Data portability
- Withdraw consent at any time (where we rely on consent)
- Lodge a complaint with the Information Commissioner’s Office

To exercise any of these rights, please email admin@ihgs.ac.uk or write to us at the address above. We will respond within one month.

6. Security

We use appropriate technical and organisational measures (including encryption where necessary) to keep your data safe. All payment transactions are encrypted using SSL technology.

7. Third-party links

Our website may contain links to external sites. We are not responsible for the privacy practices of those sites.

8. Changes to this Privacy Policy

We may update this policy from time to time. Material changes will be highlighted on our website or notified to you directly where appropriate.

9. Contact us

If you have any questions about this Privacy Policy or how we handle your personal data, please contact:

The Institute of Heraldic and Genealogical Studies 80–82 Northgate, Canterbury, Kent CT1 1BA
Email: admin@ihgs.ac.uk Telephone: +44 (0)1227 768664

Thank you for trusting us with your personal information.