



ATHENA

ACCOUNTABILITY

Athena Probate Limited will be known as the 'Controller' of the personal data you provide 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 ZA641781. We are a registered company in England and Wales under the number 12380893.

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.

We 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 may also request two forms of identification.

SOURCES OF INFORMATION

We obtain information about you from several sources:

- You may volunteer the information.
- Information may be passed to us by a firm or person that represents you.
- From individuals who know you.
- Open source research databases.
- From third parties
 - i. Information may be passed to us by third parties so that we can carry out our work. Typically, these parties are genealogy firms, solicitors, personal representatives, estate administrators, councils banks and building societies. These third parties will have their own separate privacy policies.

USE OF YOUR PERSONAL DATA

All personal data we acquire is used carry out the Estate Administration process or any other service we are instructed to do. Specifically, your personal data may be used to:

- Contact you with regards to an Estate
- Verify your identity
- Administer a Deceased Estate
- Make a payment to you

DISCLOSURE OF DATA

Although rarely necessary, during our work we may disclose some information to parties outside of us. Examples include:

- Probate Registry Office
- Estate Research companies: If we are struggling to locate contact details for you or your family members, we may employ other tracing firms to help us make contact.
- Solicitors or Barristers

SHARING OF DATA

We do not share personal information with third parties unless it is necessary to carry out our service. As some of your information is stored on a computer, it could be shared with our system maintainers; however, steps are taken to protect your data should third party access be required.

DATA TRANSFERRED OUTSIDE THE EEA

In the rare cases that the parties we need to disclose information to are based outside of the EEA, a high level of security precautions will be employed to keep your personal information safe.

OUR WEBSITE

We use Google Analytics to collect standard internet log information and details of visitor behavior 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 computers and manual files, we only retain information for as long as is necessary to carry out our service and to meet our legal obligation.

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 info@athenaprobate.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 their website is www.ico.org.uk.

Athena Probate Ltd registered in England and Wales: Number 12380893
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Registered with the Data Protection Act 1998: Number ZA641781

Registered Office: 42a High Street, Broadstairs, Kent CT10 1JT