

LJS Family History Services

Privacy Policy

Business Name: LJS Family History Services

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Website: ljsfamilyhistoryservices.com

1. Commitment to Privacy and Ethics

LJS Family History Services is committed to protecting the privacy and confidentiality of personal information. This Privacy Policy complies with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and reflects the ethical standards promoted by the Australasian Association of Genealogists and Record Agents (AAGRA), including respect for privacy, transparency, and responsible handling of personal data.

2. Personal Information Collected

Personal information may include names, dates of birth, family relationships, contact details, genealogical documents, information relating to living individuals, and payment or invoicing details. Information is collected only where reasonably necessary to provide professional genealogical services.

3. Collection of Information

Information is collected when clients make enquiries, engage services, provide documentation, or communicate by email, phone, or website contact forms.

4. Use of Personal Information

Personal information is used to conduct genealogical research, communicate with clients, prepare research reports, manage invoicing and records, and meet legal and professional obligations. Personal information is not used for marketing purposes without consent.

5. Disclosure of Information

Information may be disclosed to archives, libraries, government agencies, or repositories as required for research, or where authorised or required by law. LJS Family History Services does not sell or trade personal information.

6. Overseas Disclosure

Genealogical research may involve overseas repositories. Limited personal information may be disclosed internationally where necessary, with reasonable steps taken to ensure privacy protections are observed.

7. Storage and Security

Reasonable steps are taken to protect personal information from misuse, loss, or unauthorised access. Information may be stored electronically on secure systems or in physical form in secure locations.

8. Privacy of Living Individuals

Consistent with AAGRA ethical guidelines, particular care is taken when handling information about living individuals. Reports avoid unnecessary disclosure and clearly distinguish between information relating to living and deceased persons.

9. Access and Correction

Clients may request access to their personal information and request corrections where information is inaccurate, incomplete, or out of date. Requests should be made in writing.

10. Complaints

Privacy concerns or complaints may be raised using the contact details above. Complaints will be handled promptly and in accordance with Australian privacy law. If unresolved, complaints may be referred to the Office of the Australian Information Commissioner (OAIC).

11. Changes to This Policy

This Privacy Policy may be updated from time to time. The current version will be made available on the website.