THE ORIGIN HUNTER
Family History Research

Terms & Conditions of Service

Scope of Service

The Origin Hunter provides genealogical and family history research based on information supplied by the client, available historical records and the research sources reasonably accessible to the business.

Research may include:

- Family tree development
- Ancestral and family-line research
- Historical record searches, including civil registration, census and other relevant sources
- Investigation of specific questions, research challenges or "brick walls"

Client Responsibilities

The client agrees to:

- Provide accurate and truthful information
- Supply relevant known details that may assist the research
- Tell The Origin Hunter about material corrections or updates
- Avoid providing unnecessary sensitive or highly private information about living relatives
- Understand that the quality and direction of research depend on the information and evidence available

Limitations of Research

- Research depends on the availability, accuracy and accessibility of historical records
- Record coverage varies by country, region and time period; some projects may fall outside the sources The Origin Hunter can effectively research
- Some records may be incomplete, restricted, unavailable online or unavailable to The Origin Hunter
- Findings, family relationships, breakthroughs and specific outcomes cannot be guaranteed

Research Platform, Tree Access & Deliverables

- Family trees will normally be researched and developed using Ancestry.
- Where research is carried out directly within a client-owned Ancestry tree, temporary Editor access will be required for the duration of the research. The client remains the owner of the tree throughout.
- Once temporary Editor access has been granted, The Origin Hunter may add and organise findings, sources, photographs, stories and other relevant information directly within the tree. Reasonable evidence-based additions, corrections or amendments may also be made where appropriate.
- If the client does not already have a suitable Ancestry tree, they may create a new tree specifically for the research and provide temporary Editor access to The Origin Hunter.
- Clients who do not wish to use an Ancestry tree may instead receive the finished family tree as a GEDCOM file. A GEDCOM file contains core family-tree information such as names, relationships, dates, places and notes and can be imported into many compatible family-history platforms. It does not include the actual photographs, document images or other media attached to the tree, and some source information may not transfer in the same way.
- Access to some historical records, documents and record images on Ancestry may require the client to have an appropriate subscription.
- Unless otherwise agreed, the completed service will include the finished family tree together with a concise Research Summary outlining the main findings, relevant records and any useful next steps.
- When the research is complete, The Origin Hunter will contact the client to confirm that the project is finished. The client can then review the completed tree, after which The Origin Hunter's Editor access may be removed.

Fees & Payment

- For all fixed-price research packages, 50% of the package price is payable before research begins. The remaining 50% is payable when the agreed research has been finished and is ready for the client to review. Additional Research charged at £25 per hour will be invoiced after the work has been completed.
- The Origin Hunter aims to finish fixed-price research packages within 28 days of receiving the 50% upfront payment and having all information and access needed to begin the research. Some projects may be finished sooner depending on the research package, the complexity of the work and the availability of records. If The Origin Hunter is unable to finish the agreed research within this timeframe, the client will be informed as soon as reasonably possible.
- The Origin Hunter's own subscriptions to research services, such as Ancestry and Findmypast, are included in the agreed research fee where applicable. This does not provide the client with a personal subscription to those services.
- Where The Origin Hunter is building a new family tree and is unable to add any new verified family-history information, the 50% upfront payment will be refunded and no further balance will be due. Where The Origin Hunter is working on an existing family tree, the likelihood of finding new information will depend partly on how much research has already been carried out. The tree and information provided will be reviewed before research begins, and the project may be declined if there appears to be too little scope to add meaningful new information. If the project is accepted and no new verified information can be added beyond that already supplied by the client, the 50% upfront payment will be refunded and no further balance will be due. The Research Promise does not apply to Additional Research charged at £25 per hour.

Data Protection & Privacy

- The Origin Hunter will collect and process personal information only where reasonably necessary to provide family history research and administer the commission.
- Research may involve limited information about living individuals, such as names, dates or places of birth and family relationships. Such information will be handled with appropriate care and will not normally be made publicly accessible.
- Where research is carried out within a client-owned Ancestry tree, the client remains in control of the tree and its privacy settings. Where a separate working tree is created by The Origin Hunter for later delivery as a GEDCOM file, appropriate privacy settings will be used and the working tree will be retained only for as long as reasonably necessary to complete the research and handover.
- Clients should avoid providing unnecessary sensitive or highly private information about living relatives.
- The Origin Hunter does not sell personal information. Full details of how information is collected, used, stored and protected, and of data protection rights, are set out in The Origin Hunter Privacy Notice available on the website.

Cancellations & Refunds

- For contracts agreed at a distance (for example online or by email), statutory cancellation rights may apply, including a 14-day cancellation period where required by law
- If the client expressly asks for research to begin during a statutory cancellation period and later cancels, the client may be required to pay a proportionate amount for work already carried out
- Nothing in these Terms & Conditions limits the client's statutory consumer rights

Intellectual Property

- The Origin Hunter retains ownership of its original research notes, written summaries and presentation materials. The client may use the researched family tree, Research Summary and research findings provided as part of the service for personal and family-history purposes.

Acceptance of Terms

- Acceptance is recorded through the Client Information Form. Before research begins, the client will be asked to confirm that they have read and agree to these Terms & Conditions and have read the Privacy Notice.