

Privacy Policy

Ian Hazel Funerals

In order to comply with the General Data Protection Regulations (GDPR) which come into force on 25th May 2018 we need to let you know what data we collect and how it is handled/processed once we have it.

About Us:

Ian Hazel Funerals Ltd is a Funeral Directors. We are registered in England under Company No 2118945 and our registered office is at 274 Lichfield Road, Four Oaks, Sutton Coldfield, West Midlands. B74 4XT

How we may collect your personal data:

We may obtain personal data by various ways including

- You contact us by email, telephone, post or in person
- Third parties ie. a nursing home or funeral plan company

What information we may collect from you:

- Applicants Name and Other Executor or Family Member's Name
- Their Contact Details
- Bank Account Details/Payments
- Details of instructions completed ie. when cremated remains are collected from us, by whom and their address

How we will secure your data:

Your personal information will be held securely by us and only relevant information will be passed onto relevant third party companies/individuals such as ministers, crematorium, cemetery, service sheet provider, memorial company and charity. No information will ever be sold or rented. Please note this Regulation does not apply to the personal data of deceased persons.

The information is stored in the company's computers and as a paper based filing system. The company takes security and protection of data very seriously and precautions are made to ensure this by way of locking paper information away, password protecting computer systems, employing a computer company to ensure security of the computers, and issuing privacy notices for employee's. When we engage third parties, information is given on a need to know basis, and are given written instructions to ensure your data is held securely, to only be used for the intended purpose, and to be destroyed once it is no longer needed.

At the time of making funeral arrangements, written consent is obtained for various different methods of communication in relation to the current contract being performed and relevant available services being offered in the future.

Why does the company process personal data?

We process personal information to enable us to provide the performance of our contract, with consent and to maintain our records.

Who has access to data?

To offer the best possible service to our clients, your information may be shared internally with staff (who may be based at a different branch office). We may also share your data, if required, with third parties such as a Service Sheet Provider, Ministers, Crematoriums or Cemetery's, Charities who are receiving donations. Our computer system provider has access to our system on instructed occasions.

How long will we hold your data?

We will retain your personal information for as long as we feel is reasonable for which the information was collected for or as long is required by law. Under the Regulations, personal data processed for any purpose must not be kept for longer than is necessary for that purpose. When deciding the retention period for personal data, we will take into account our legal and business interests. It is a matter for reasonable judgement and common sense as to how long personal data should be retained.

Use of CCTV:

CCTV cameras are used on site at Ian Hazel Funerals. Recordings are kept for a limited time and then erased.

If you have any questions or concerns about the collection, use or disclosure of your personal information please contact the data protection officer, Ian Hazel at:

Ian Hazel Funerals Ltd

274 Lichfield Road

Four Oaks

Sutton Coldfield

B74 2UH

0121 308 7777

enquiries@ianhazelfunerals.co.uk

You also have the right to make a complaint to the Information Commissioner's Office (I.C.O), the UK supervisory authority for data protection issues, at any time. The I.C.O.'s contact details are as follows:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

0303 123 1113 (local rate) or 01625 545 745

<https://ico.org.uk/concerns>

You have the following rights with regard to your personal information:

Right to be informed – You have the right to know the following:

- what information we intend to collect,
- why we need your information,
- the lawful basis under which we can process your information,
- how we will process your information,
- whether we share your information,
- who we might share your information with,
- your rights under the law,
- how long we will retain your information and how you can contact us.

Access to your information

If you would like to know what information we hold and process about you, and who we share your information with, you can make a request to us in writing.

To make a subject access request and receive a copy of your personal information, contact us at the above address.

You can require us to change incorrect or incomplete data. You can also require us to delete your data where there is no good reason for the company to continue processing it. You can request the transfer of your data to another party.

We should respond to your request within 30 days of receipt but if the request is complex and more time is required we will inform you in writing.