

Privacy Policy- “Malcolm Carveth Funeral Directors”

This privacy notice aims to give you information on how Malcolm Carveth Funeral Directors collects and processes your personal data including any data you may provide through our website or in person when you sign up to our services.

Our services are not intended for children and we do not knowingly collect data relating to children.

It is important that you read this privacy notice together with any other privacy notice or fair processing notice we may provide on specific occasions when we are collecting or processing personal data about you so that you are fully aware of how and why we are using your data. This privacy notice supplements the other notices and is not intended to override them.

We don't ask you for personal information unless we truly need it. We don't share your personal information with anyone except to comply with the law, or protect our rights. We don't store personal information on our servers unless required for the on-going operation of our services.

The processing of personal data, such as the name, address, email address or telephone number of a subject shall always be in line with the General Data Protection Regulation (GDPR)

Information we collect and use

Information about you that we collect and use includes:

- Information about who you are e.g. your name, and your contact details
- Information about your deceased relative or friend e.g. their name, age, religion, doctor, occupation, next of kin etc.
- Information about your contact with us e.g. meetings, phone calls, emails / letters
- Information classified as 'sensitive' personal information e.g. relating to your deceased relative or friend e.g. health, marital or civil partnership status. This information will only be collected and used where it's needed to provide the service that you have requested or to comply with our legal obligations
- Information you may provide us about other people e.g. joint applicants or beneficiaries for products you have with us, such as funeral plans

Where we collect your information

We may collect your personal information directly from you, from a variety of sources, including:

- an application form for a product or service
- phone conversations with us
- emails or letters you send to us

If your deceased relative/friend has a funeral plan, the information we collect, and use will most likely have been provided by them.

Why do we collect the above information?

To enable us to provide the service requested of us.

The main funeral file is kept for 10 years, it is then destroyed. Paper records are kept in the same alarmed building and are destroyed at 10 years of age. Service Sheets are kept forever, in a lockable steel cabinet

We may share your information with third parties for the reasons of providing the funeral service you request:

These third parties include:

- Cemetery/Crematorium office
 - Coroners
 - Church Minister or Celebrants
 - Donation recipients
 - Nursing Homes/Hospices
 - Companies that you chose to support us in the delivery of the funeral services such as, newspapers, organists, florists, refreshment providers, vehicle providers, embalmers etc.
 - Our data regulator, the Information Commissioner's Office for the UK (the ICO)
- We will never sell your details to someone else. Whenever we share your personal information, we will do so in line with our obligations to keep your information safe and secure.

We will not disclose your data to any other party other than in accordance with this policy

Your Rights:

We acknowledge that all individuals have the right to access the personal information/data that we maintain about them. An individual who seeks access, or who seeks to correct, amend or delete inaccurate data should direct this query to janet@trevaunance.com. If requested to remove data, we will respond within a reasonable timeframe, not to exceed one week.