

N. & K. HARVEY FUNERALS LTD.

Independent Family Funeral Directors

Also at 180 The Green ,Eccleston, Chorley PR7 5SU

The General Data Protection Regulation Privacy Policy

N & K HARVEY FUNERALS LTD
5 BALCARRES ROAD
LEYLAND
PR25 2EL

N & K HARVEY FUNERALS LTD
180 THE GREEN
ECCLESTON
PR7 5SU

Company Number- 2945302

Information and personal data 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
- meetings with one of our Funeral Directors or administration staff

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

We may also collect personal information on you from places such as Care homes and hospitals e.g. to check or improve the information we hold (like your address) or to give better contact information if we are unable to contact you directly.

What we collect and use your information for

We take your privacy seriously and we will only ever collect and use information which is personal to you where it is necessary, fair and lawful to do so. We will collect and use your information only where:

- you have given us your permission to send you information about products and services and / or selected third parties we have chosen to work with which we believe may be of interest and benefit to you
- it's necessary to provide the product or service you have requested e.g. if you want to apply for a funeral plan, we will require some personal information including your name, address, date of birth, bank account details
- it's in the legitimate interests of a third party e.g. sharing information with Hospital, Mortuary, Cemetery Office, Funeral Celebrant, Stationery provider etc.



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If you do not wish us to collect and use your personal information in these ways, it may mean that we will be unable to provide you with our products or services.

Who we may share your information with

We may share your information with third parties for the reasons outlined in ‘What we collect and use your information for’.

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.

The special categories of personal data concerned are:

- Religious Beliefs

Consent

By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified.

Consent is required for N & K Harvey Funerals Ltd to process both types of personal data, but it must be explicitly given. Where we are asking you for sensitive personal data we will always tell you why and how the information will be used.

You may withdraw consent at any time by contacting us to update your preferences.

Disclosure



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N & K Harvey Funerals Ltd will not pass on your personal data to third parties without first obtaining your consent. The following third parties may receive your personal data for the following purpose(s):

- A local crematorium for the purpose of organising cremation of the deceased
- A local cemetery for the purpose of organising burial of the deceased
- A nominated celebrant for the purpose of arranging details of the funeral service
- A local musician for the purpose of liaising with you for your musical choices for the funeral service
- A local church for the purpose of organizing the funeral service or interment.

Retention period

N & K Harvey Funerals Ltd will process personal data until the contract has been completed, including all funeral and subsequent ashes instructions and will store the personal data indefinitely as reference for future family bereavements.

Your rights as a data subject

At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- Right to object – you have the right to object to certain types of processing such as direct marketing.
- Right to object to automated processing, including profiling – you also have the right to be subject to the legal effects of automated processing or profiling.
- Right to judicial review: in the event that N & K Harvey Funerals Ltd refuses your request under rights of access, we will provide you with a reason as to



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why. You have the right to complain as outlined in clause 3.6 below.

All of the above requests will be forwarded on should there be a third party involved (as stated in 3.3 above) in the processing of your personal data.

Complaints

In the event that you wish to make a complaint about how your personal data is being processed by N & K Harvey Funerals Ltd (or third parties as described in 3.3 above), or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority and N & K Harvey Funerals Ltd

The details for each of these contacts are:

	Supervisory authority contact details	N & K Harvey Funerals Ltd contact details
Contact Name:	Information Commissioner's Office	Kathleen Harvey
Address line 1:		N & K Harvey Funerals Ltd
Address line 2:		5 Balcarres Road
Address line 3:		Leyland
Address line 4:		
Address line 5:		
Email:	https://ico.org.uk/global/contact-us/email/	harveyfunerals@gmail.com
Telephone:	0303 123 1113	01772 622203

Online privacy statement

Personal data

Under the EU's General Data Protection Regulation (GDPR) personal data is defined as:

“any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person”.



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How we use your information

This privacy notice tells you how we, N & K Harvey Funerals Ltd will collect and use your personal data for provision of services, cookies, complaints etc.

Why does N & K Harvey Funerals Ltd need to collect and store personal data?

In order for us to provide you with a funeral service we need to collect personal data for fulfilment of the contract and any related correspondence. In any event, we are committed to ensuring that the information we collect and use is appropriate for this purpose, and does not constitute an invasion of your privacy.

In terms of being contacted for marketing purposes N & K Harvey Funerals Ltd would contact you for separate consent.

Will N & K Harvey Funerals Ltd share my personal data with anyone else?

We may pass your personal data on to third-party service providers contracted to N & K Harvey Funerals Ltd in the course of dealing with you. Any third parties that we may share your data with are obliged to keep your details securely, and to use them only to fulfil the service they provide on behalf of N & K Harvey Funerals Ltd. When they no longer need your data to fulfil this service, they will dispose of the details in line with N & K Harvey Funerals Ltd's procedures. If we wish to pass your sensitive personal data onto a third party we will only do so once we have obtained your consent, unless we are legally required to do otherwise.

How will N & K Harvey Funerals Ltd use the personal data it collects about me?

N & K Harvey Funerals Ltd will process (collect, store and use) the information you provide in a manner compatible with the EU's General Data Protection Regulation (GDPR). We will endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary. N & K Harvey Funerals Ltd are required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds



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of personal data should be kept may also be governed by specific business-sector requirements and agreed practices. Personal data may be held in addition to these periods depending on individual business needs.

Under what circumstances will N & K Harvey Funerals ltd. contact me?

Our aim is not to be intrusive, and we undertake not to ask irrelevant or unnecessary questions. Moreover, the information you provide will be subject to rigorous measures and procedures to minimise the risk of unauthorised access or disclosure.

Can I find out the personal data that the organisation holds about me?

N & K Harvey Funerals Ltd at your request, can confirm what information we hold about you and how it is processed. If N & K Harvey Funerals Ltd does hold personal data about you, you can request the following information:

- Identity and the contact details of the person or organisation that has determined how and why to process your data. In some cases, this will be a representative in the EU.
- Contact details of the data protection officer, where applicable.
- The purpose of the processing as well as the legal basis for processing.
- If the processing is based on the legitimate interests of N & K Harvey Funerals Ltd or a third party, information about those interests.
- The categories of personal data collected, stored and processed.
- Recipient(s) or categories of recipients that the data is/will be disclosed to.
- How long the data will be stored.
- Details of your rights to correct, erase, restrict or object to such processing.
- Information about your right to withdraw consent at any time.
- How to lodge a complaint with the supervisory authority.
- Whether the provision of personal data is a statutory or contractual requirement, or a requirement necessary to enter into a contract, as well as whether you are obliged to provide the personal data and the possible consequences of failing to provide such data.
- The source of personal data if it wasn't collected directly from you.
- Any details and information of automated decision making, such as profiling, and any meaningful information about the logic involved, as well as the significance and expected consequences of such processing.



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Kind Regards

Kathleen Harvey
N & K Harvey Funerals Ltd

