

DATA PROTECTION NOTICE

Gateway Funeral Services Ltd are members of The National Society of Allied and Independent Funeral Directors, and subscribe to their current code of practice, a copy of which is available upon request. We aim to act in a professional and courteous manner and provide you with a sensitive and dignified service.

Data Protection (Data Privacy) Notice – Gateway Funeral Services Limited

Your personal data – what is it?

Personal data refers to a living individual who can be identified from that data. The processing of personal data is governed by the General Data Protection Regulation 2016/679 (GDPR).

Who are we?

The company director(s) of Gateway Funeral Services are the data controllers. We decide how your data is processed and for what purposes. You can contact the company director(s) by calling any of our offices.

How do we process your data?

Gateway Funeral Services complies with its obligations under the GDPR by keeping personal data up to date, by storing and destroying it securely, by not collecting or retaining excessive amounts of data and by protecting personal data from loss, misuse, unauthorised access and disclosure to the best of our ability by using appropriate technical and manual security measures.

For what purpose do we use your data?

To contact you before, during and after the funeral service as necessary, and to contact you at any future date regarding any outstanding decisions that need to be made (collection of cremated remains or memorial headstones).

Do we share your personal data?

We do not share your personal details with any third party other than to ensure the smooth running of the funeral (crematorium, church, celebrant, council) and/or for the collection of non-payment of the funeral account (if we pass your details to a debt collection agency).

How long do we keep your personal data?

We keep your basic personal data (name, address, telephone number(s) and e-mail address(es)) on the funeral/memorial arrangement form when you instruct us. We keep this indefinitely because it is useful to refer to if/when you contact us to arrange another funeral or memorial. We store this in paper format (in an archive cupboard in a locked office).

What are your rights regarding your data?

Unless subject to an exemption under the GDPR rules you have the following rights:

- the right to request a copy of your personal data which Gateway Funeral Services holds about you;
- the right to request that Gateway Funeral Services updates/corrects any data if it is found to be inaccurate or out of date;
- the right to request that your data is deleted where it is no longer necessary for Gateway Funeral Services to hold such data;
- the right to request that the data be transmitted to another data controller;
- the right (where there is a dispute in relation to the accuracy or processing of your data) to request a restriction be put on further processing of your data;
- the right to lodge a complaint with the Information Commissioner's Office.

What if Gateway Funeral Services wish to use your data for other purposes?

If Gateway Funeral Services wish to use your personal data for a new purpose (not covered by this notice) then we will provide you with a new notice (prior to commencing the process) seeking your consent.