

1. Scope

All data subjects whose personal data is collected, in line with the requirements of the General Data Protection Regulation.

2. Responsibilities

2.1 D. J. Hall Funeral Directors are responsible for ensuring that this notice is made available to data subjects prior to D. J. Hall Funeral Directors collecting/processing their personal data.

2.2 All Employees of D. J. Hall Funeral Directors who interact with data subjects are responsible for ensuring that this notice is drawn to the data subject's attention and their consent to the processing of their data is secured.

3. Privacy Policy

3.1 Who are we?

We are an independent funeral directors operating a funeral service, D. J. Hall Funeral Directors, Verne House, 62, King Street, Southwell, Notts. NG25 0EN. Company number: 8393942.

The personal data we would like to process on you is:

Personal data type:	Source
Name	Data subject
Address	Data subject
Telephone number	Data subject
Email	Data subject

The personal data we collect will be used for the following purposes:

In order to contact you to make funeral arrangements & to fulfil the funeral service.

Our legal basis for processing for the personal data:

Fulfilment of the funeral service.

Invoicing

Statement

Estimates

Confirmation Letters

Administration of accounts

Donation acknowledgment letters

Legal services

Any legitimate interests pursued by us, or third parties we use, are as follows:

Contacting crematorium

Contacting cemetery

Contacting a nominated celebrant or clergy

Contacting a musician

Contacting a Printer

Contacting Golden Charter

Contacting a Stonemason

Contacting Doctors

Contacting Love2Donate

Contacting Charities or charity

Contacting Newspapers

Contacting Hemsell Repatriation Services Ltd

Contacting care homes

Contacting hospitals

Contacting other funeral directors

Contacting legal services

Covid 19 track & trace

The special categories of personal data concerned are:

- Religious Beliefs

3.2 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 D. J. Hall Funeral Directors 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, but usually its because we need this information to be able to correctly identify an officiate for the service with the same faith or belief or correct area for burial.

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

3.3 Disclosure

D. J. Hall Funeral Directors 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 crematorium for the purpose of organising cremation of the deceased

A cemetery for the purpose of organising burial of the deceased

A nominated celebrant or clergy for the purpose of arranging details of the funeral service

A musician for the purpose of liaising with you or the minister for your musical choices for the funeral service

Printer for the purposes of having an order of services printed

Golden Charter for the purpose of arranging a funeral plan

Stonemason for the purpose of removing a stone from a grave or having a new one.

Doctors in order to complete cremation forms.

Love2Donate handle any online donations.

Charities or charity of your choice for the purpose of collecting, sending and administering donations.

Newspapers for the purpose of placing announcements.

Hemsell Repatriation Services Ltd for purpose of carrying out first call removal duties for out of hours services & hospital removals

Care homes in order to arrange removal of deceased and fulfil funeral services

Hospitals in order to arrange removal of deceased and fulfil funeral services

Covid 19 track and trace where appropriate

Contacting other funeral directors for the purpose of completing cremation forms and fulfilment of funeral services.

Legal services for pursuit of non-payment of accounts

3.4 Retention period

D. J. Hall Funeral Directors will process personal data in order to make funeral arrangements usually for as long as is necessary to allow us to fulfil your funeral

services and will store the personal data for up to ten years or as long as is needed for the purposes of the following: collection of ashes and in case of exhumation.

From time to time we are asked to take names & addresses of the congregation attending a funeral service. We do not retain this information in anyway, its passed directly to the family of the deceased.

3.5 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 D. J. Hall Funeral Directors refuses your request under rights of access, we will provide you with a reason as to 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.

3.6 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by D. J. Hall Funeral Directors (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 D. J. Hall Funeral Directors

The details for each of these contacts are:

	Supervisory authority contact details	D. J. Hall Funeral Directors contact details
Contact Name:	Information Commissioner's Office	Simon Hall
Address line 1:		Verne House
Address line 2:		62, King Street,
Address line 3:		Southwell
Address line 4:		Notts.
Address line 5:		NG25 0EN
Email:	https://ico.org.uk/global/contact-us/email/	sdehall2000@btconnect.com
Telephone:	0303 123 1113	01636 812481

3.6 Privacy statement

Read more about how and why we use your data on our website
<https://www.djhallfuneraldirectors.co.uk/privacy-policy>

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".

How we use your information

This privacy notice tells you how we, D. J. Hall Funeral Directors, will collect and use your personal data for provision of services, cookies, complaints etc.

Why does D. J. Hall Funeral Directors 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 D. J. Hall Funeral Directors would contact you for separate consent.

Will Organisation Name share my personal data with anyone else?

We may pass your personal data on to third-party service providers contracted to D. J. Hall Funeral Directors 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 D. J. Hall Funeral Directors. When they no longer need your data to fulfil this service, they will dispose of the details in line with D. J. Hall Funeral Directors 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 D. J. Hall Funeral Directors use the personal data it collects about me?

D. J. Hall Funeral Directors 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. D. J. Hall Funeral Directors is required to retain information in accordance with the law, such as information needed for income tax and audit purposes. How long certain kinds 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 D. J. Hall Funeral Directors 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?

D. J. Hall Funeral Directors at your request, can confirm what information we hold about you and how it is processed. If D. J. Hall Funeral Directors 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 D. J. Hall Funeral Directors 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.