



Love – Life - Memories

DATA PROTECTION POLICY 2018

'As a Civil Funeral Celebrant, I am committed to protecting and respecting your privacy.'

This policy explains when and why I collect personal data about clients who have commissioned me to create and deliver a funeral ceremony. It explains how I use the data and the conditions under which I may be required to disclose it and also how I keep personal data safe.

I reserve the right to amend this Privacy Statement and any changes to the policy will be reflected in the consent form that I ask all my clients to sign.

Any queries relating to this policy or my privacy practices should be sent to cawaterscelebrant@gmail.com or you may contact me on 07954306441, calls are charged at local rates.

Terms - 'Personal data' is any information about a '**living**' individual which allows them to be identified from that data, for example; full name, date of birth, postal address, telephone number or email address and relationship to the deceased. Identification can be directly using the data itself or by combining it with other information which helps to identify a '**living**' individual, for example an invoice number.

Core Principles

- *I do not sell or rent your personal data*
- *I do not share your personal data with third parties for marketing purposes*
- *I treat your data as **highly confidential***

What is the legal basis for processing your personal data? - I may process your personal data if it is required for the performance of a contract with you, or steps to enter into a contract with you. For example;

- *Reply to enquiries about my services*
- *Visit you, if instructed to, at your home address or a mutually convenient place in order to plan the funeral content*
- *To contact you by phone, email or paper communications to be able to make all the necessary arrangements on your behalf for the professional fulfilment of the funeral ceremony as instructed by you and the funeral director*
- *To request feedback on my services and performance*
- *To keep details of funerals on file so I have a record for future reference, for example if you get in contact with me in the future and ask for a similar funeral*

How do I collect personal data from you? - I may collect your personal data from you whenever you interact with me, for example, when you make contact by phone, email or paper correspondence, at a planning meeting or if they have been given to me by a funeral director.





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What type of personal data do I collect? - When you interact with me, your personal data that I may collect might include; full name and telephone number(s), date of birth, postal address, email and relationship to the deceased.

How do I store your personal data? - In order for me to carry out the services I offer, electronic information may be stored on a secure server which is password protected. All hard copies of notes and forms are safely stored in a locked cabinet, accessible by only me. These are appropriately disposed of during the week immediately following the funeral ceremony.

Who has access to your personal data? - I will not sell, rent or share your personal data with third parties or contact you should you rather I didn't. I may disclose your personal data if required to by law, for example for my personal taxes and to my regulating body the Institute of Civil Funerals for the sole purpose of gaining feedback on my work and developing my services. Only I have access to your personal data.

Your Rights - You have the right to *request a copy* of personal data relating to you which is retained by me. I must respond to your request within a month. If you would like a copy your personal data please contact me via email cawaterscelebrant@gmail.com or telephone 07954306441.

You have the right to *correct or update* the personal data that I retain. The accuracy of your personal data is important to me. If you want to update your personal data, or you believe that the personal data I have is incorrect or incomplete, please contact me via email cawaterscelebrant@gmail.com or telephone 07954306441.

You have a right to have your *personal data erased* and if you believe that I should no longer be using your personal data, you can request that I erase it. Upon receipt of your request I will confirm whether your personal data has been deleted or the reason why it cannot be, for example because I need it to comply with our legal obligations. If you want to erase your data please contact me via email cawaterscelebrant@gmail.com or telephone 07954306441.

How do I use your personal data? - Your personal data is only used to process your request to provide you with my service or to provide you with information relating to my services.

How do I protect the loss, misuse or alteration of your personal data? - I have physical, electronic and office best practice for data protection in place to ensure that I keep your personal data secure, accurate and up to date. I only keep your personal data as long as is reasonable and necessary. In general, I will endeavour to process personal data, only, for as long as I need to and will securely store the personal data indefinitely so that I have a record of the funeral for the purposes stated above. This means that I delete or destroy it appropriately, when I no longer need it following the funeral ceremony.

Non-sensitive personal details such as your email address are normally transmitted over the Internet and can never be guaranteed to be 100% secure. As a result, while I strive to protect your personal data, I cannot guarantee the security of personal data transmitted to me, so any transmission of personal data is at the user's own risk. Once I have received your personal data, I do my best to ensure its security on my system, for example;





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- I have a 'clean desk' policy
- My computer is password protected and the password is changed regularly
- All paperwork containing personal data is kept under lock and key
- I use a screen saver on my computer when not using it
- I have adequate and up to date security systems on my computer

