

COUNTRYSIDE FUNERALS, 31 PARK HILL, TIVERTON, EX16 6RW

PRIVACY POLICY (24th MARCH 2021)

Section 1 - Information collected

We collect information from visitors to our website through the use of an online form. Information collected includes name, telephone number(s), postal address and email address.

We collect additional information automatically about your visit to our website. Please see 'Section 8 - Use of Cookies' below.

We also collect and record information in writing when dealing with visitors to our office and from enquiries received by post, telephone and email.

Section 2 - Use of Personal Information

We process personal information collected for the purposes of:

- Providing and personalising our services; namely arranging and conducting funerals, and related services
- Providing quotes in relation to our services
- Dealing with enquiries and requests
- Administering funeral plan applications and maintaining plan records
- Carrying out market research about our services and requesting feedback
- Providing information about our products and services

Section 3 – Data Security

We are committed to ensuring that all customer data is held securely. This includes ensuring that data is only available to those with the authority and need to access it, and that the data is protected from accidental loss, damage or destruction.

- Customer data held on paper in the office is kept in a secure, staff-only location where it cannot be accessed without permission. Keys to locked storage are available only to those who need access to the information.
- Once it is no longer required, paperwork is securely disposed of by shredding onsite.
- Electronic data is held on local computers and internet servers and is password-protected. Passwords are only shared with those who require access to that particular information.

Section 4 - Disclosures

We will not share personal data with third parties for marketing purposes without specific permission to do so.

Section 4 – Disclosures (continued)

During the course of providing our service in relation to funeral arrangements, it may be necessary for personal data to be shared with third-parties including, but not limited to:

- Cemetery, Crematorium and Churchyard authorities
- Clergy and Celebrants
- Medical practitioners
- Charities for administering 'in-memoriam' donations

In these cases, the third-parties will treat your data in line with their own privacy policies which may differ from ours.

Section 5 - Other Websites

Our website may contain links to other websites that are outside our control and are not covered by this Privacy Policy. If you access other sites using the links provided, the operators of these sites may collect information from you that will be used by them in accordance with their privacy policy, which may differ from ours.

Section 6 - Subject Access Requests

Individuals who have submitted personal data to us have the right to see what personal data we hold about them. To obtain a copy of the personal information we hold about them, they can write to The Data Controller, Countryside Funerals, 31 Park Hill, Tiverton, Devon, EX16 6RW.

Section 7 - Internet-Based Transfers

Given that the Internet is a global environment, using it to collect and process personal data necessarily involves the transmission of data on an international basis. This means, for instance, that data you pass to us may be processed outside the European Economic Area, although the data should always be held securely and in line with the requirements of UK data protection legislation. By communicating electronically with us, you acknowledge and agree to our processing of personal data in this way.

Section 8 - Amendments

Please note that this Privacy Policy is subject to change from time to time. You should check our website periodically for updates to this policy.

Section 9 - Use of Cookies

A cookie is a small piece of information sent by a web server to a web browser, which enables the server to collect information from the browser. Find out more about cookies via www.allaboutcookies.org.

We use cookies to identify you when you visit our website and to keep track of browsing patterns.

Most browsers will allow you to turn off cookies. If you want to know how to do this, please refer to the guidelines for your specific browser version.

Please note however that turning off cookies may restrict your use of our website.

Section 10 – Contact Us

If you have any questions regarding our Privacy Policy, please contact us by writing to: The Data Controller, Countryside Funerals, 31 Park Hill, Tiverton, Devon, EX16 6RW, or emailing info@countrysidefunerals.co.uk.