

Privacy Policy

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 Revel Funeral Care is responsible for ensuring that this notice is made available to data subjects prior to Revel Funeral Care collecting/processing their personal data.

2.2 All Employees of Revel Funeral Care 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 notice

3.1 Who are we?

Revel Funeral Care are an Independent Family run Funeral Directors owned and operated funeral Directing Business, who provide services to the bereaved through the making and carrying out of Funeral arrangements as depicted by each individual family. Revel Funeral Care is registered in England & Wales – Company No-12583891, our registered office:

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

Personal data type:	Source
Name	From funeral arrangements
Address	From funeral arrangements
Telephone Numbers	From funeral arrangements
Email	From funeral arrangements

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

- To share your data from your original enquiry made to us either by phone, online website form, paper letter or in person, or a third-party source, with our colleagues in order to assist you with a funeral enquiry including the removal of the deceased.
- To store your data along with the deceased information on our computer system and in our archive system in case of future historical reference to funeral details is required such as the provision of exhumation, repeat of family services, plot information etc.
- To contact you by telephone, email, and paper communications to be able to make all the necessary funeral arrangements on your behalf.
- To visit you if you instruct us to your home address or mutually convenient place in order to make the funeral arrangements.
- To pass on your details to our third-party suppliers, including if applicable the crematorium or cemetery, minister or celebrant, doctors, florist, musician, venues,

newspaper in the case of an obituary, online memorial site in the case of an online memorial being set up, vehicle hire company, hired in bearing and temporary staff or freelancer's, catering venue etc.

- To pass on your details if you apply for The Independent Way Plus - Golden Charter Funeral Plan or make a pre-paid funeral plan enquiry.
- To keep the full details until the account has been paid in full. Thereafter, or 1 year after the funeral (whichever is the later) all paper details are destroyed, and one copy summary client record is kept securely in a locked place and in our secure server.
- To pass on your details to our debt collection agency and solicitor if the payment terms are not met.
- To contact you to make arrangements for the return of the deceased cremated remains to you or as instructed by you elsewhere.

We do not use your information for marketing purposes.

We will only transfer your personal data outside the United Kingdom to the extent we need to make funeral arrangements with third parties in another country: e.g., where the deceased or remains are to be collected from abroad or where a funeral is arranged abroad.

Who might we share your information with?

Revel Funeral Service will not pass on your personal data to third parties without first obtaining your consent to our instructing them to provide a particular service required. The following third parties may receive your personal data for the following purpose(s):

- Doctor(s) if medical certification is required/applicable.
- An embalmer for the deceased if required/applicable
- Local crematorium for the purpose of organising cremation of the deceased.
- Local cemetery for the purposes of organising burial of the deceased
- A nominated minister or 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.
- Newspapers for the purpose of arranging obituary notice(s).
- An online music supply company to arrange music at the crematorium
- A florist for the purpose of arranging the flowers for the funeral service.
- A venue for the purpose of holding the reception as part of the funeral service.
- A caterer for the purpose of arranging the details of the funeral reception.
- A vehicle hire company or transportation agency including the provision of horses for the purpose of transport of the deceased and cortege at the funeral.
- A printer or designer if creating the funeral service sheets externally
- Memorial site if providing an online tribute page for the deceased.
- Ecclesiastical if an application or enquiry for a pre-paid funeral plan is made.
- Debt recovery company/solicitor for the purpose of recovering monies due.
- Charities for the administration of donations
- Department of Works and Pension for the purpose of confirming claimants' details

How long do we keep your information?

Revel Funeral Care will process personal data for up to 1 year after you contact us or the date of the funeral/for as long as is necessary to allow us to fulfil your funeral services and

will securely store the personal data indefinitely, so we have a record of the funeral for the purposes stated above.

How do I access the information you hold about me?

Your rights as a data subject.

- Right of access – you have the right to request a copy of the information that we hold about you.
- Right of rectification – you have the 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 object to the legal effects of automated processing or profiling.
- We do not carry out automated processing or profiling.
- Right to judicial review: in the event that Revel Funeral Care 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 below.
- All the above requests will be forwarded on should there be a third party involved (See ‘Who might we share your information with’) in the processing of your personal data.
- Please note that the above legal rights apply to the personal data we hold about you, as a living person, rather than any data relating to the deceased.

3.2 Complaints

In the event that you wish to make a complaint about how your personal data is being processed by Revel Funeral Care (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 Revel Funeral Care

The details for each of these contacts are:

	Supervisory authority contact details	Revel Funeral Care contact details
Contact Name:	Information Commissioner’s Office	Mrs Jaime Hailstone Mr Anthony Hailstone
Address line 1:		63 Overslade Lane
Address line 2:		Rugby

Address line 3:		Warwickshire
Address line 4:		CV22 6ED
Email:	https://ico.org.uk/global/contact-us/email/	info@revelfuneralcare.co.uk
Telephone:	0303 123 1113	01788 519 577

3.3 Privacy statement

Read more about how and why we use your data on our website
(www.revelfuneralcare.co.uk)

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, Revel Funeral Care will collect and use your personal data for provision of services, cookies, complaints etc.

Why does Revel Funeral Care 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 Revel Funeral Care 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 Revel Funeral Care 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 Revel Funeral Care. When they no longer need your data to fulfil this service, they will dispose of the details in line with Revel Funeral Care'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 Revel Funeral Care use the personal data it collects about me?

Revel Funeral Care 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 endeavor to keep your information accurate and up to date, and not keep it for longer than is necessary. Revel Funeral Care 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 Revel Funeral Care 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 minimize the risk of unauthorized access or disclosure.

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

Revel Funeral Care at your request, can confirm what information we hold about you and how it is processed. If Revel Funeral Care 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 Revel Funeral Care 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.