

Privacy Policy Notice

The policy: This privacy policy notice is for this website www.tcrogersandson.co.uk and served by T. C. Rogers & Son, Funeral Directors, School Hill, Padstow, PL28 8DT and governs the privacy of those who use it. The purpose of this policy is to explain to you how we control, process, handle and protect your personal information while browsing or using this website, including your rights under current laws and regulations. If you do not agree to the following policy you may wish to cease viewing / using this website

Your privacy is important to T. C. Rogers & Son. So, we've developed a Privacy Notice that explains how we collect, record, use and store your information. Please take a moment to familiarise yourself with our privacy practices and let us know if you have any questions.

Who are we?

Our contact details are:

Company: T. C. Rogers & Son

Website: <https://www.tcrogersandson.co.uk>

Email: mhrogers@btconnect.com

Tel: 01841 532463

Address: T. C Rogers & Son, The Chapel of Rest, School Hill, Padstow, Cornwall, PL28 8DT

Who does this Privacy Notice apply to?

This Privacy Notice tells you what to expect when T.C. Rogers & Son collects personal information from you as a data subject. It applies to information we collect about:

Next of kin/other relative's details

The person in respect of whom the funeral plan is being arranged ("Funeral Plan Customers")

What personal data do we collect from you?

We collect the following personal data from you:

Full name

Address

Telephone number(s)

Email address

Date of birth

Religious beliefs

CCTV footage

We will only collect this information from you directly, from funeral plan service providers or from a nursing home where you have instructed them to contact us on your behalf.

Why do we collect this data?

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

To reply to enquiries about our services

To communicate with you as and when necessary

For the professional fulfilment of the funeral service as instructed by you including working with third parties on your behalf.

For the account and full payment of the funeral service.

For your pre-paid funeral plan if applicable and instructed by you.

We keep details of funerals on file so we have a record for future reference; e.g. if a member of the family gets in touch in the future and asks for a similar funeral.

To request feedback on our services and performance.

What do we do with this data?

We will process your personal data to achieve the above purposes as follows:

To share your data from your original enquiry made to us either by phone, online website form, email, paper letter or in person, or a third party source, with our colleagues in order to assist you with a funeral enquiry (this may include the removal of the deceased).

To store your data along with the deceased's information on our internal 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 phone, 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, doctors, florist, organist, venues, newspaper in the case of an obituary, casket/cross marker manufacturer, vehicle hire company, gravedigger, hired in bearing and temporary staff or freelancers etc.

To pass on the details of Funeral Plan Customers to Ecclesiastical Planning Services or another plan company if you apply for a pre-paid 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 3 months after the funeral (whichever is later), except of summary client record copies which are kept securely in a locked place and in electronic copy in our internal system on our secure server.

To pass on your details to our debt collection agency if the payment terms are not met.

To contact you to make arrangements for return of the deceased's cremated remains to you or as instructed by you elsewhere.

To contact you after the funeral has taken place to ask for feedback either in the form of an online review or direct communication to the funeral director or one of the directors of the company.

We do not use your information for marketing purposes.

We will only transfer your personal data outside the United Kingdom if you ask us to repatriate or transport the deceased or cremated remains to or from another country, or if you ask us to arrange a funeral abroad. In these circumstances, we would notify you that we are passing your personal data to an international repatriation company if necessary.

What are our legal bases for processing your data?

We rely on various legal bases for processing your personal data and have outlined them below:

Taking steps at your request prior to entering into a contract with you.

Performance of the contract to provide funeral services as instructed by you.

Our legitimate interests in being able to provide a similar funeral to a previous one on request by the family without having to ask too many questions at a difficult time for the family.

Our legitimate interests in ensuring client satisfaction and improving our services.

Who might we share your data with?

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

Local crematorium for the purpose of organising cremation of the deceased.

Local cemetery for the purpose of organising burial of the deceased.

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

A local organist for the purpose of liaising with you for your musical choices for the funeral service.

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 florist(s) for the purpose of arranging the flowers for the funeral service.

A venue(s) for the purpose of holding the reception as part of the funeral service.

A printer or designer if creating the funeral service sheets externally to T. C Rogers & Son.

Ecclesiastical Planning Services or Plan with any other funeral plan company if an application or enquiry for a pre-paid funeral plan is made.

Doctor(s) if medical certification is required/applicable.

How long do we retain your data for?

All of your personal data will be kept for up to 6 months after you contact us or the date of the funeral, or longer if necessary to fulfil your funeral services.

We keep summary records of funerals for 50 years in case the family contact us again in the future.

We keep financial records of funerals for 7 years for HMRC purposes.

What about cookies?

Cookies are small text files that are placed on your computer when you visit a website. They are widely used in order to make websites work, or work more efficiently, as well as to provide information to the owners of the site.

Our website uses cookies. If you are concerned about security, you can modify your browser to prevent cookies being stored on your machine. You can adjust the settings on your computer to decline any cookies if you wish. This can be done within the “settings” section of your web browser. To find out more about cookies, including how to see what cookies have been set and how to manage and delete them, visit www.aboutcookies.org or www.allaboutcookies.org.

Such data may be processed for the purposes of analysing the use of the website and services. The legal basis for this processing is our legitimate interests, namely monitoring and improving our website and services.

What happens if I don't provide you with the data?

If the provision of personal data is part of the contractual requirement between us and you there may be possible consequences of failing to provide the personal data. For example, we will be unable to perform the contract if we do not have the personal data requested from you or we may be unable to provide you with the products, services and/or support services that you have requested.

What are my rights?

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 confirmation as to whether or not we process your personal data and, where we do, access to the personal data, together with certain additional information. That additional information includes details of the purposes of the processing, the categories of personal data concerned and the recipients of the personal data. You have the right to request a copy of the information that we hold about you and providing the rights and freedoms of others are not affected, we will supply to you a copy of your personal data within one month of your request.

Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete. The information we hold will be accurate and up to date. You can check the information that we hold about you by e-mailing us. If you find any inaccuracies we will delete or correct it promptly.

Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records. Those circumstances include: the personal data are no longer necessary in relation to the purposes for which they were collected or otherwise processed; you withdraw consent to consent-based processing; the processing is for direct marketing purposes; and the personal data have been unlawfully processed. However, there are certain general exclusions of the right to erasure. Those general exclusions include where processing is necessary: for exercising the right of freedom of expression and information; for compliance with a legal obligation; or for the establishment, exercise or defence of legal claims.

Right to restriction of processing – where certain conditions apply you may have the right to restrict processing. Those conditions are: you contest the accuracy of the personal data; processing is unlawful but you oppose erasure; we no longer need the personal data for the purposes of our processing, but you require personal data for the establishment, exercise or defence of legal claims; and you have objected to processing, pending the verification of that objection. Where processing has been restricted on this basis, we may continue to store your personal data. However, we will only otherwise process it: with your consent; for the establishment, exercise or defence of legal claims; for the protection of the rights of another natural or legal person; or for reasons of important public interest.

Right of portability – you have the right to have the data we hold about you transferred to another organisation. This right only applies to personal that you have provided to us, where the processing is based on your consent or for the performance of the contract and when processing is carried out by automated means.

Right to object – you have the right to object to certain types of processing only to the extent that the legal basis for the processing is that the processing is necessary for: the performance of a task carried out in the public interest or in the exercise of any official authority vested in us; or the purposes of the legitimate interests pursued by us or by a third party. If you make such an objection, we will cease to process the personal information unless we can demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims. If you object to direct marketing we will cease to process your personal data for this purpose.

If you wish to enforce any of your rights listed above please email us or write to us using the contact details under “Who are we?”.

All of the above requests will also be forwarded on should there be a third party involved in the processing of your personal data (as identified under “Who might we share your data with?”).

What if I have a complaint?

If you wish to make a complaint about how your personal data is being processed by us, or how your complaint has been handled, you have the right to lodge a complaint directly with the supervisory authority using the contact details below. We ask that you contact us in the first instance.

UK’s Supervisory Authority:

Address:

Customer Contact

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

SK9 5AF

Email: casework@ico.org.uk

Changes to this privacy notice

We reserve the right to update this Privacy Notice at any time. You should check this page occasionally to ensure you are happy with any changes to this Notice.

We may notify you of changes to this Notice by providing you with a new Privacy Notice when we make any substantial updates. We may also notify you in other ways from time to time about the processing of your personal information.