



INDEPENDENT FAMILY FUNERAL SERVICES

PRIVACY POLICY

R. A. Brooks & Son's Privacy Policy will explain what personal data we need to collect from you, what we will do with this information, also who we may need to share it with and the reasons for doing this. This Privacy Policy will also confirm the options you have and will explain your rights. Occasionally changes will need to be made to this policy, therefore we suggest you check the website periodically. If significant changes are needed, we may need to contact you.

1. Scope

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

2. Responsibilities

2.1 Mrs Julie Brooks is responsible for ensuring that this notice is made available to you prior to R. A. Brooks & Son collecting/processing your personal data.

2.2 All Employees of R. A. Brooks & Son who interact with you are responsible for ensuring that this notice is drawn to your attention and your consent to the processing of their data is secured.

3. Privacy notice

3.1 Who are we?

R. A. Brooks & Son of 35 Wivelsfield Road, Haywards Heath, West Sussex, RH16 4EN. Telephone 01444 454391 and also of Ravenoak, 46 Allington Road, Newick, East Sussex, BN8 4NB. Telephone 01825 722895. We are Funeral Directors, Memorial Masons, arrange pre-paid funeral plans and are providers of other associated funeral related goods and services, such as processing charitable donations.

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

Personal data type	Source
Name, address, telephone and email	Family members, Executors, Solicitors, care home staff.
Date of birth and bank details may sometimes be required.	Mortuary, Hospital and Hospice staff, Coroner's offices etc.
Other personal information relevant to the fulfilment of the services requested by you.	

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

- For the fulfilment of funeral services
- For provision of memorial masonry
- For the setting up of pre-paid funeral plans
- Other associated funeral services and associated goods
- Processing of charitable donations-donors names and addresses will be given to the family/next of kin if consent has been given by donor.
- Family/next of kin details would be passed to Charity(s) as the person instructing them to be sent to Charity unless told not to by you.

Our legal basis for processing for your personal data:

- Fulfilment of a contract for funeral or funeral related services

Any legitimate interests pursued by us, or third parties we use, include the following:

- Crematoria and cemetery offices
- Clergy/Church parish offices/celebrants
- Charities in respect of the collection of donations

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 R. A. Brooks & Son 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.

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

3.3 **Disclosure**

R. A. Brooks & Son 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 or provision of a headstone or memorial stone request.
- A nominated 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.
- Catering services.
- Charities receiving "In memoriam" donations.
- Nursing homes or hospices receiving floral tributes you have asked to be sent to them.

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3.4 **Retention period**

R. A. Brooks & Son will process personal data for as long as is necessary to allow us to fulfil funeral services, hold funeral plans, deal with stone masonry or other for the provision of other goods or associated funeral related services and conclude the processing of longer-term services required. We will store the personal data for a long as considered reasonable and necessary to ensure all matters in the longer term have been concluded.

3.5 **Your rights**

At any point while we are in possession of or processing your personal data, you 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 R. A. Brooks & Son 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.



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3.6 **Complaints**

In the event that you wish to make a complaint about how your personal data is being processed by R. A. Brooks & Son (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 R. A. Brooks & Son.

The details for each of these contacts are:

	Supervisory authority contacts details	R A Brooks & Son contact details Main office
Contact Name:	Information Commissioner's Office	Mrs Julie Brooks
Address line 1:	Wycliffe House	35 Wivelsfield Road
Address line 2:	Water Lane	Haywards Heath
Address line 3:	Wilmslow	West Sussex
Address line 4:	Cheshire, SK9 5AF	RH16 4EN
Website:	ico.org.uk	www.brooksfunerals.co.uk
Email:	casework@ico.org.uk	info@brooksfunerals.co.uk
Telephone:	0303 123 1113 or 01625 545745	01444 454391

3.7 **Privacy statement**

Read more about how and why we use your data on our website www.brooksfunerals.co.uk or ask for a copy.



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COOKIE POLICY

(Updated June 2020)

About cookies

A cookie is a file containing an identifier (a string of letters and numbers) that is sent by a web server to a web browser and is stored by the browser. The identifier is then sent back to the server each time the browser requests a page from the server.

Cookies may be either "persistent" cookies or "session" cookies: a persistent cookie will be stored by a web browser and will remain valid until its set expiry date, unless deleted by the user before the expiry date; a session cookie, on the other hand, will expire at the end of the user session, when the web browser is closed.

Cookies do not typically contain any information that personally identifies a user, but personal information that we store about you may be linked to the information stored in and obtained from cookies.

Cookies that we use

We do not directly use cookies on our website, although our web-host uses a general 'hit-counter' for obtaining generic non-identifiable information about visitors on the host server.



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PRIVACY STATEMENT

(Updated June 2020)

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, R. A. Brooks & Son, will collect and use your personal data for provision of services, cookies, complaints etc.

Why does R. A. Brooks & Son need to collect and store personal data?

In order for us to provide you funeral services 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 R. A. Brooks & Son would contact you for separate consent.

Will R. A. Brooks & son share my personal data with anyone else?

We may pass your personal data on to third-party service providers contracted to R. A. Brooks & Son 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 R. A. Brooks & Son. When they no longer need your data to fulfil this service, they will dispose of the details in line with R. A. Brooks & Son'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 R. A. Brooks & Son use the personal data it collects about me?

R. A. Brooks & Son 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. R. A. Brooks & Son is required to retain information in accordance with the law, such as information needed for income tax and audit

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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 R. A. Brooks & Son 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?

R. A. Brooks & Son at your request can confirm what information we hold about you and how it is processed. If R. A. Brooks & Son 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 R. A. Brooks & Son 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.

R. A. Brooks & Son may need to make changes to their policies from time to time, therefore we suggest you refer to the website periodically.

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