

## **Freeman Brothers Funeral Directors- Data Protection Policy for clients**

### How we process your data

When you ask Freeman Brothers to carry out the funeral arrangements you have specified, you become what is known as the Applicant for a funeral and are officially deemed to be our client. Instructions from the Applicant constitute a contract between us. We will use our clients' data as necessary in the performance of this contract. This will include:

- Recording the information you give us on paper and electronically
- Passing our client's details to third parties who require information in order to facilitate the funeral, and/or passing the details of others as instructed by our client. This may be in writing, by telephone and/or by email.
  - This will always include:
    - Crematorium, cemetery, and/or burial ground- or such other place where the funeral and/or disposal of the Deceased will be carried out
  - This will usually include:
    - Minister(s), officiant(s), and/or Church Parish office(s)
  - This may include:
    - Coroner's service
    - Medical practitioners and/or hospital staff
    - Charity(ies) specified for the collection and onward transmission of donations
    - Government agencies, including where we need to comply with legal obligations
    - The client's legal representatives (as specified)
    - Third-party debt collection, tracing, or court service(s), where our account remains unpaid and we have exhausted all other possibilities
  - This list is not exhaustive.

*If you would like to know what elements of the information we will be passing on to third parties, please let us know.*

### How we retain your data

- We will delete any written data which we do not need to retain immediately after the funeral, other than that outlined below.
- We will retain, in writing, information which confirms that we have fulfilled our obligations under the contract we have with you as outlined above or in case of future queries. We will destroy these after 10 years.
- We will delete any email conversations which contain identifying information once our obligations to you are fulfilled. Please note that this may be a length of time after the funeral, for example if we are retaining the cremated remains and discussing their final resting place with you or if our account remains unpaid.
- We are legally obliged to retain your basic contact information indefinitely. This enables us to be able to contact you in future should we be required to, for example if there was a necessity to exhume a grave. This may be in respect of our client or third parties whose information we have been given for contact purposes. This may include their name, address, contact telephone number(s) and/or email address(es).
  - We will never sell this data to any other company
  - We will never pass this information outside of the activities underlined above
  - This information will be retained by hard copy securely stored in our offices
  - This information will be retained on our computer system. This system is backed up to an encrypted server based in the UK.
- We would like to occasionally correspond with you in writing. We will always provide a way for you to opt out of such correspondence.

*If you have any specific queries regarding any part of this policy, please contact us for further assistance.*