

C. BASTOCK (CONTRACTS) LTD

PRIVACY POLICY

C. Bastock (Contracts) Ltd respects your privacy and is committed to protecting any personal information you provide us with. This Privacy Policy sets out how we use and protect any information that you give us when you use this website. It also outlines how your rights under the General Data Protection Regulation (GDPR) legislation are protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this policy.

In providing our services, we will act as both a Data Controller (whereby we are responsible for deciding how we hold and use your personal information) and Data Processor (whereby we are responsible for processing your personal information) in respect of your personal information.

C. Bastock (Contracts) Ltd is responsible for ensuring that this notice is made available to data subjects prior to us collecting/processing your personal data. All of our employees are responsible for ensuring that this notice is drawn to your attention and that your consent to the processing of your data is secured.

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your relationship with us. By consenting to this privacy notice you are giving us permission to process your personal data specifically for the purposes identified. Where we ask you for sensitive personal data we will always tell you why and how the information will be used.

If you fail to provide certain information when requested, we may not be able to perform the contract we have entered into with you or we may be prevented from complying with our legal or regulatory obligations. In such a situation we may no longer be able to proceed with your matter and provide you with our services.

INFORMATION WE COLLECT

During the course of providing our services, we are required to hold certain personal information about you as it is a necessary part of the service we provide. This includes:

- Full name and title
- Contact information (ie. home or correspondence address, email address, telephone numbers)
- Financial details (ie. bank account details)
- Identification documents ie. copy passport or driving licence
- Proof of address documents (eg. copy utility bills or bank statements)
- Information about a deceased

We do not store credit card details, nor do we sell, rent or share customer details with any third party for commercial reasons.

The special categories of personal data concerned are:

- Religious Beliefs
- Public Health Interest
- Bereavement support

USE OF YOUR INFORMATION

We will only use your personal information when the law allows us to, and any personal information used is for the operation and fulfilment of a service requested by you, ie:

- For the fulfilment of your funeral service contract
- To enable permission being sought and thereafter headstones being erected
- To enable information to be given regarding events such as the annual memorial service
- To enable future contact regarding cremated remains, fingerprints and jewellery collection
- To enable future contact regarding pre-payment plans
- To enable us to support you in the future if necessary

C. Bastock (Contracts) Ltd 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 purposes:

- A local crematorium for the purpose of organising cremation of the deceased or ashes interment
- A local cemetery for the purpose of organising burial of the deceased or memorial requirements
- A nominated celebrant for the purpose of arranging details of the funeral service and or memorial requirements
- A local musician for the purpose of liaising with you for your musical choices for the funeral service
- Bereavement Group or Counsellor for additional bereavement support
- Debt recovery agencies and solicitors regarding non-payment of accounts
- To enable future contact regarding pre-payment plans

HOW YOUR INFORMATION IS COLLECTED

We collect the personal information directly from you or in selected cases from a third party. It is provided using the following methods:

- Through our Website enquiry form
- Other electronic formats (eg. within an email or a pdf attachment to an email)
- Matter specific questionnaires we send to you
- By telephone
- In person
- Through the post

KEEPING YOUR INFORMATION SECURE

We are committed to ensuring that your information is secure. In order to prevent unauthorised access, alteration, disclosure or loss of information, we have put in place

suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Our servers are protected using HTTPS and SSL technology. Any data provided by you to us will be as secure as it can be, in accordance with our responsibilities under the Data Protection Act 1998 and the General Data Protection Regulation 2018.

All paper files and records are kept in secure, locked rooms with restricted access to certain members of staff. All archived paper records are kept offsite in a secure locked location.

We limit access to your personal information to those employees, agents, contractors and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

If we ask an external organisation to provide a service for us we will always ensure that they have appropriate security measures in place.

RETENTION PERIOD

C. Bastock (Contracts) Ltd will process personal data for as long as is necessary to allow us to fulfil our services and will store the personal data indefinitely on our computer system and in paper format for seven years. The personal information can be removed from our computer system on request (see below).

We will only use your personal information for the purposes for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose. If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

CONTROLLING YOUR PERSONAL INFORMATION

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at info@cbastock.co.uk

Under the Data Protection Act 1998 and the General Data Protection Regulations 2018, you have the right to review any personal information provided to us at any time. This includes:

- 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 personalised.
- 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 C. Bastock (Contracts) Ltd refuses your request under rights of access, we will provide you with a reason as to why.

All of the above requests will be forwarded on should there be a third party involved (as stated above) in the processing of your personal data.

COOKIES

This website may use cookies to better the overall experience of our users. In accordance with legislation and where necessary, our website ensures the user has the ability to accept and disable the use of cookies.

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. These may be used by companies to provide a more personalized experience, for statistical purposes, or for advertisements. The use of cookies is standard practice across the internet and is undertaken by several websites.

We may use Google Analytics to track traffic on our website. This helps us analyse data and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Our website may include links to third party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice of every website you visit.

SOCIAL MEDIA PROFILES

We may use official profiles on social media channels. We advise our users to verify the legitimacy of any profile pertaining to be our company before interacting with them. Our social media profiles will never ask for user passwords or personal details.

If we provide a social media service for you then you are advised to read the Privacy Policy of that services. The social media businesses that we mainly interact with is Facebook.

SPAM

We are strongly opposed to spam. We only contact our customers when they have requested to receive communication or there is a need to update you on information about services you have requested from us.

FURTHER INFORMATION

We may revise this Privacy Policy from time to time. Any changes that occur will always be available on our website

(https://www.cbastock.co.uk/uploads/1/9/9/4/19948103/privacy_policy.pdf)

By continuing as a client with us you are bound to the revised Privacy Policy.

If you have any questions about our Privacy Policy, do not hesitate to contact us:

C. Bastock (Contracts) Ltd

Contact name: David Bastock

Address: 67-71 Warwick Road, Solihull B92 7HP

Email: info@cbastock.co.uk

Telephone: 0121 706 4040

Lines are open 24 hours a day

If you wish to make a complaint about how your personal data is being processed by C. Bastock (Contracts) Ltd (or third parties as described above), do not hesitate to contact us. We will then:

- Acknowledge your complaint within 5 working days of receipt
- Investigate your complaint and aim to provide a final response within one month but no later than three months from the date of receipt.
- If we are unable to resolve your complaint within one month, we will provide you with a written update on why we need the extra time.

We want to resolve your complaint relating to Personal Data handling and provide you with a fair outcome. If we cannot reach an agreement; if you are not happy with the outcome of your complaint in relation to the way we have handled your personal data; or if you are not happy with how your complaint has been handled; you have the right to lodge a complaint directly with the supervisory authority:

Information Commissioner's Office

<https://ico.org.uk/make-a-complaint/>

Telephone: 0303 123 1113

Our ICO registry record can be found at <https://ico.org.uk/ESDWebPages/Entry/ZB021279>