



Callum Robertson

Funeral Directors

“It’s Our Privilege to Care”

Privacy Policy

This Privacy Policy explains how your personal data and information are used, how we store it, why it is being held, who (Third Parties) we pass your personal data and information on to and for what purpose, how long we need to keep your personal data and information and the possible repercussions it may have if you decide to withdraw your personal data and information, and how we dispose of your personal data and information securely. This includes personal data and information we obtain from you face to face, via the telephone, via written correspondence, via email or via our website. This is in line with the General Data Protection Regulation (GDPR).

WHO ARE WE?

Callum Robertson Funeral Directors is an Independent Family-Owned, Family-Run, Funeral Directors. Our Head Office is 1 Brodick Road, Kirkcaldy, KY2 6EY, Tel 01592 595000. Our two other branches are 4 Halbeath Road, Dunfermline KY12 7QX, Tel 01383 740123 and 266 High Street, Leslie, KY6 3AF, Tel 01592 749247.

We are members of The National Society of Allied and Independent Funeral Directors (SAIF).

DESCRIPTION MEANINGS

‘We’, ‘Our’, ‘Us’ – Callum Robertson Funeral Directors

‘Third Party/ies’ – External Agencies to aid with the funeral arrangement process:-

Hospitals	Social Services
Care Homes	Bereavement Services
Nursing Homes	Mortuary Department
H M Coroner	Pre-Paid Funeral Companies
Cemeteries	Bank
Crematoria	Building Societies
Newspaper Agencies:- (Obituaries)	Credit Card Companies
Florists	Solicitors
Catering Services	Department of Work and Pensions
Monumental Masons	Organists
General Practitioner’s (GP’s)	Charities
Register Office	Celebrants
Police	
Religious Ministers	
Debt Collection Agencies	

YOUR PERSONAL DATA AND INFORMATION WE COLLECT

Your name

Your home address

Your contact telephone numbers

Your relationship to the deceased person

Your email address (if applicable)

Your credit card details (if applicable)

Your signed consent details

Funeral Estimate and Funeral Invoice information

Your Next of Kin details RE: If you are taking out a Pre-Paid Funeral Plan

Name and address of donor’s details (where provided) RE: Charitable Donations

Company details, contact name, telephone numbers if you are a ‘Third Party’

HOW WE COLLECT YOUR PERSONAL DATA AND INFORMATION

First Call Telephone Message (paper record)



Funeral Service Arrangement (paper record)
Pre-Paid Funeral Plan (email / website / paper record)
Funeral Estimate and Funeral Invoice information (paper record)
Signed Consent details (paper record)
General Enquiries (email and paper record)
Visual Contact (CCTV Surveillance)

WHY DO WE COLLECT YOUR PERSONAL DATA AND INFORMATION?

We need to collect your personal data and information to fulfil your contractual agreement for us to carry out the funeral arrangements of your loved one, and to be able to keep you updated throughout this process. This means that we will also need to provide your personal data and information to the necessary ‘Third Parties’ to enable the funeral service to be carried out, and for the necessary paperwork to be completed EG: Completion of the cremation paperwork where doctor’s may need to speak to the Next of Kin.

We need to collect your personal data and information to fulfil your contractual agreement when setting up a Pre-Paid Funeral Plan.

We do not collect your personal data and information for marketing purposes, nor do we pass this information onto any external organisation who is not directly involved with the funeral arrangement process or Pre-Paid Funeral Plan process.

SECURITY OF HOW YOUR PERSONAL DATA AND INFORMATION IS STORED

Paper Records – Access to your personal data and information is limited to authorised staff who are directly dealing with your arrangements and enquiries. This includes only authorised staff who have access to security keys for lockable storage facilities, and the secure keys and codes to the premises.

Electronically – Any of your personal data and information which is stored electronically is only accessible by authorised staff who have their own individual password and log-in details to the computer systems. All computer systems are regularly backed up on a separate hard drive which is kept in a locked safe and is only accessible by authorised staff. If a USB stick or disc temporarily contains your personal data and information, this is only accessible by authorised staff and is securely locked away on a daily basis.

Credit Card Payments – Your personal data and information and payment card details are kept on paper record until the payment has been processed, then the paper record is shredded.

HOW LONG DO WE RETAIN YOUR PERSONAL DATA AND INFORMATION FOR?

We will keep all of your personal data and information indefinitely, which you have agreed to when signing your contractual agreement with us. This will be kept for archival purposes and for future enquiries as to whom made the original burial or cremation arrangements.

It is your legal right to instruct us, in writing, at any time, to either erase all of your personal data and information, or instructions to restrict how we use your data. In doing so, there may be consequences if your personal data and information are erased, especially if you require this information for the future, as we would have none of your data available to look back on.

THIRD PARTY DATA PROTECTION

If we need to pass your personal data and information onto a ‘Third Party’ in relation to organising the funeral arrangements, we are not liable, and we do not accept responsibility for their own ‘Third Party’ Data Protection Policy. It is the ‘Third Party’ own responsibility on how they securely use and store your personal data and information. You are within your rights to liaise with the ‘Third Party’ to obtain their Data Protection Policy.

YOUR RIGHTS

Under the General Data Protection Regulation (GDPR), you have the right:-

To be informed of any information you request

To access your information



Of rectification of any incorrect information EG: wrong spelling, change of address, change of contact details

To erasure of your personal data and information from our records (legal restrictions may apply)

To restrict processing of your personal data and information. This means that you request for your personal data and information to be only used for a specific purpose.

To Data Protection

To object to any of your personal data and information being used EG: for marketing purposes

To object to any of your personal data and information being used in relation to automated decision-making and profiling

WHO DO I COMPLAIN TO?

If you are not happy with how your request/s and your personal data and information have been handled, you can report to the Information Commissioner's Office (ICO):-

Information Commissioner's Office

Head Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone Number:

01625 545 745 (National rate)

0303 123 1113 (Local rate)

Website: <https://ico.org.uk>



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