



Privacy Notice

for

Little's Funeral Service Ltd

Drafted/Updated:	16 April 2018
Approved By:	Kenneth Good and Heather Matthews
Next Review of Policy Scheduled For:	31 st January 2019

1. About Little's Funeral Service Ltd.

1.1 The Little's story spans five decades and two generations with Little's Funeral Service having been founded in 1985. The company is a limited company, registered in Scotland (SC93217) with our headquarter address being 1282 Paisley Road West, Glasgow, G52 1DB.

1.2 As a family business and independent funeral directors, we offer a truly personal service. We understand fully the concerns of those dealing with the loss of a loved one. At Little's, your needs will be looked after by your own Funeral Director, who will guide you through each step in arranging the funeral and ensure peace of mind throughout this difficult time.

1.3 We endeavour to take all reasonable steps to protect the privacy of your personal information. However, we cannot guarantee the security of any data you disclose on-line. You accept the inherent security risks of providing the information over the Internet and will not hold us responsible for any breach of security, unless this is due to our negligence or wilful default.

2. What personal information do we collect?

2.1 We collect personal information when you contact us by telephone, email, fax or through our website (littlefuneralservice.co.uk). The purpose of collecting this information is to be able to provide you with our services in a caring, timely and secure way. Any personal information we collect will be used by us strictly in accordance with current data protection legislation and this Privacy Notice. We will store the information we collect from you and hold it electronically or otherwise. Without this information we may be unable to provide you and your family or relatives with the services we offer.

2.2 Little's 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 endeavour to keep your information accurate and up to date, and not keep it for longer than is necessary. Little's is required to retain information in accordance with the law, such as information needed for income tax and audit 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.

2.3 We require to process data relevant to the business for the performance of a contract and without that necessary information we may not be able to provide our services to you or your family members.

2.4 We do gather statistical and other analytical data from visitors to our website. This data comprises information that cannot be used to identify or contact the user and is only used to gain greater understanding of how our website is used and to make it more relevant to visitors to it. The website does use cookies and this is to ensure we give you the best experience of our website. By continuing to use our website we assume you are happy with the use of cookies.

3. Consent

3.1 By consenting to this privacy notice and agreeing to appoint Little's Funeral Service as your chosen funeral director, you are giving us permission to process your personal data specifically for the purposes identified. Consent is required for Little's 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.

3.2 You may withdraw consent at any time by emailing us at info@littlesfuneralservice.co.uk, calling us on +44 (0)141 883 2114 or +44 (0)141 637 2114, or, by writing to us at Little's Funeral Service Ltd, 1282 Paisley Road West, Glasgow, G52 1DB.

4. Who do we share your information with?

4.1 As part of being your appointed funeral directors, we may need to provide some of your personal data (never sensitive personal data) to individuals or organisations directly associated with the provision of funeral services for your relative, for example members of the clergy or humanist celebrants. Our basis for sharing this information is so that we can fulfil our contractual obligation to you and act appropriately as your appointed funeral director.

4.2 Other than in accordance with 4.1 above Little's will not pass on your personal data to third parties without first obtaining your consent and at no time will your information be shared with individuals or organisations unconnected with your family or relative's funeral.

5. Retention Period

5.1 Little's Funeral Service will process personal data in line with its Retention and Disposal Schedule, details of which can be obtained from us.

6. Your Rights as a Data Subject

6.1 At any point while we are in possession of or processing your personal data, you, the data subject, have the following rights:

- 6.1.1 Right of access – you have the right to request a copy of the information that we hold about you.
- 6.1.2 Right of rectification – you have a right to correct data that we hold about you that is inaccurate or incomplete.
- 6.1.3 Right to be forgotten – in certain circumstances you can ask for the data we hold about you to be erased from our records.
- 6.1.4 Right to restriction of processing – where certain conditions apply to have a right to restrict the processing.
- 6.1.5 Right of portability – you have the right to have the data we hold about you transferred to another organisation.
- 6.1.6 Right to object – you have the right to object to certain types of processing such as direct marketing.
- 6.1.7 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.
- 6.1.8 Right to judicial review: in the event that Little's Funeral Service 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 7 below.

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

7. Complaints

7.1 In the event that you wish to make a complaint about how your personal data is being processed by Little's, or how your complaint has been handled, you have the right to lodge a complaint directly with the ICO and/or Little's Funeral Service company directors or management. Any complaint should be made in writing to our registered address or sent by email to info@littlesfuneralservice.co.uk

8. Changes to our Privacy Policy

8.1 We may modify our Privacy Policy from time to time at our sole discretion. If so, we will post a revised version of this Privacy Policy on our Website. We urge you to check the Privacy Policy regularly to obtain the most up to date copy. Modifications will be effective when they are posted on the Website.