

Privacy Information and Data Protection Policy

Murrell Cork Funerals (Murrell Cork Bros Limited) is registered with the Information Commissioner's Office (ICO) Registration Number: Z7409222

As part of its operation, Murrell Cork Funerals is required to process relevant personal data regarding its customers, workers and deceased in our care in order to provide and carry out the contracted services.

We process personal data to provide our services and to meet our legal and statutory obligations. All reasonable steps are taken by us to do so in line with this policy and UK GDPR.

The UK GDPR sets out seven key principles:

- Lawfulness, fairness and transparency
- Purpose limitation
- Data minimisation
- Accuracy
- Storage limitation
- Integrity and confidentiality (security)
- Accountability

Our legal basis for using your information

It's necessary for the performance of a contract: Either when we're in a contract with you or to take steps as requested by you prior to entering into a contract. This also includes employment contracts.

It's necessary for compliance with a legal obligation we have: An example of this could be safer recruitment checks such as DBS. Or the processing of legal documentation as part of the funeral arrangement process.

To protect your vital interests: For example if we needed to share your information with a health professional because you'd fallen ill.

The details provided here are a summary of how we may collect, use, share, transfer and store your information.

Personal Data

Personal data covers both facts and opinions about an individual where that data identifies an individual. For example, it includes information necessary for employment such as a person's name and address, details for payment of salary or an applicant's examination result. Personal data may also include sensitive personal data as defined in the Data Protection Act or UK GDPR.

Processing of personal data

Consent may be required for the processing of personal data unless processing is necessary for the performance of the contract of employment or some other legitimate interest such as fulfilment of contracted services. Any information which falls under the definition of personal data and is not otherwise exempt, will remain confidential and will only be disclosed to third parties with appropriate consent.

Sensitive personal data

We are required to process sensitive personal data for employment purposes. Sensitive personal data includes data relating to medical information, gender, age, trade union membership, DBS checks and other relevant sensitive personal data shared with to us during employment.

For the fulfilment of contracted services, we are required to process personal information on the deceased including medical information, we are also required to process personal contact information on next of Kin or those instructing the service.

How we use the information you give us relating to the funeral service

Information given via our website, in branch or first call:

We will use your information on the basis that it is necessary to administer your Enquiry, Instruction, Donation or Application (relevant for funeral plans).

We use the information that we collect from you to provide our services to you. In addition to this we may use the information to provide information to you that you request from us relating to our services.

We may hold your details for future reference and may need to share your details with third parties relating directly to funeral arrangements.

Contact information is retained on file to enable contact in the future with regards to memorials or collection / storage of Ashes (if applicable).

Other ways we might use your personal information

We may also need to process your personal data from time to time where necessary for:

Preventing and detecting crime or anti-social behaviour. For example, we use CCTV in and outside our buildings.

Storing Your Personal Data

By providing your personal data to us, you agree to this transfer, storing and processing using our company database. We do our utmost to ensure that all reasonable steps are taken to make sure that your data is stored securely.

Disclosing Your Information

We will not disclose your personal information to any other party other than in accordance with this Privacy Policy and in the circumstances detailed below:

- Where we are legally required by law to disclose your personal information.
- To further fraud protection and reduce the risk of fraud.
- In the event that we sell any or all of our business to the buyer.

We never pass your details to third parties for them to use your data to enable them to provide you with information regarding goods or service without your explicit consent.

Access to Information

In accordance with the UK GDPR you have the right to access information that we hold relating to you. You also have a right to correct any errors in that information.

If any of the information that you have provided to us changes, you change your e-mail, address or name or if you wish us to remove your details from our records, please let us know by sending an e-mail to admin@murrellcork.co.uk and we will use reasonable efforts to comply with your request.

Data subjects have the right of access to information held by us, subject to the provisions of the Data Protection Act 1998 and UK GDPR. Any data subject wishing to access their personal data should put their request in writing to the company owner. We will endeavour to respond to any such written requests within 1 month.

Retention

Data and records are not kept for longer than is necessary. This principal links to the Data Protection Act 1998 and UK GDPR, which requires that personal data processed for any purpose “shall not be kept for longer than is necessary for that purpose”. Records relating to personnel and contracted services are retained in line with statutory and legislative requirements.

Cookies

Cookies are in effect, small data files that are placed on the browser of a visitor's device when accessing online content and by which it is possible to recognise that device when it interacts with or returns to our Website.

Our website does not run any non-essential cookies.