

# First Call Funeral Support UK Privacy Policy

## Our contact details

Name: First Call Funeral Support UK

Phone Number: 07462 957300

Contact Form: [First Call Funeral S | Contact Us](#) (Click Link)

## The type of personal information we collect

We currently collect and process the following information:

- Personal identifiers, contacts and characteristics (for example, name and contact details)
- Name
- Telephone Number
- Email Address
- Address
- Organisation
- Cookies (If Accepted)

## How we get the personal information and why we have it

Most of the personal information we process is provided to us directly by you for one of the following reasons:

- Record Keeping
- To allow us to complete our duties on behalf of our clients

We also receive personal information indirectly, from the following sources in the following scenarios:

- When working on behalf of another organisation/ company/ individual we will receive details to direct us to the correct address to provide one or more of our funeral services.

We use the information that you have given us in order to complete one or more of our funeral services that we provide to funeral directors/ the public/ our clients

We may share this information with the individuals/ company's we are temporarily hired by. Only relevant information will be shared.

Under the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

**(a) Your consent. You are able to remove your consent at any time. You can do this by contacting [First Call Funeral S |Contact Us](#), **07462 957300****

**(b) We have a contractual obligation.**

**(c) We have a legal obligation.**

~~**(d) We have a vital interest.**~~

~~**(e) We need it to perform a public task.**~~

~~**(f) We have a legitimate interest.**~~

## **How we store your personal information**

Your information is securely stored.

We keep **any personal details** for **5 Years**. We will then dispose your information by **destroying any hard documents we have securely stored and deleting any electronic data we have securely stored on our computer systems and on any other digital devices.**

## **Your data protection rights**

Under data protection law, you have rights including:

**Your right of access** - You have the right to ask us for copies of your personal information.

**Your right to rectification** - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

**Your right to erasure** - You have the right to ask us to erase your personal information in certain circumstances.

**Your right to restriction of processing** - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

**Your right to object to processing** - You have the the right to object to the processing of your personal information in certain circumstances.

**Your right to data portability** - You have the right to ask that we transfer the personal information you gave us to another organisation, or to you, in certain circumstances.

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at [First Call Funeral S | Contact Us](#) if you wish to make a request.

## **How to complain**

If you have any concerns about our use of your personal information, you can make a complaint to us at **First Call Funeral Support UK, 07462 957300** or [First Call Funeral S | Contact Us](#)

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>