

Data Protection Policy

Allwood of Totnes Funeral Service & Monumental Masons is committed to operating in a way that complies fully with the provisions of the General Data Protection Regulations 2018 (GDPR). Allwood of Totnes Funeral Service & Monumental Masons recognises that the data legitimately required to carry out its business must be collected, processed, stored and disposed of fairly, lawfully and with due regard to confidentiality.

Collecting and Processing your data

- All database management systems have been implemented with privacy in mind. Our IT systems are maintained and kept secure in accordance with our IT policy.
- We maintain transparency and before contacting customers about our services, we will establish consent.
- Data is solely kept and maintained for the purpose indicated to the data subject. Old data is erased, securely destroyed or archived as appropriate and in line with our legislative or business requirements.
- Whilst arranging a funeral for your loved one, we will where necessary, pass your contact details to a Minister, Celebrant, Cemetery or Cremation Authority. With the exception of those mentioned, we will not share your information with any other person or organisation without your prior written consent unless legally required to do so.
- Where you have provided us with credit or debit card details for payment, this will NOT at any time, be held on file.

Systems and Training

- We are committed to critically reviewing our systems and procedures on an ongoing basis and have an established team of competent staff members, who continually scrutinise the way we operate.
- All team members are regularly briefed in the importance of data safety.
- Our management team is fully engaged and committed to follow advice and guidance provided by the Information Commissioner's Office (ICO) and sets exceptional data safety standards for the organisation.

Responsibility

- The overall responsibility for data safety at Allwood of Totnes Funeral Service & Monumental Masons lies with the owner of the business.
- The Information Commissioner's Office provides guidance and direction on individual rights and responsibilities: <https://ico.org.uk/>

Raising Concerns

- If you are concerned about the way in which we collect or process your data, or if you have questions about our policies and procedures, please contact us via email: office@allwoodoftotnes.co.uk or phone: 01803 864738.