

Woodgrange Park Cemetery Ltd Privacy Policy & Notice

This document tells you what to expect us to do with your personal information

Our contact details

Woodgrange Park Cemetery Ltd
540 Romford Road
London
E7 8AF
0203 9686853
E-mail: admin@woodgrangeparkcemetery.co.uk
www.woodgrangeparkcemetery.co.uk

The type of personal information we collect

We currently collect and process the following information:

- Personal identification information (contact information, financial transaction information, identification documents).
- Information that does not directly identify, including:
 - (1) Your IP address through the placement of cookies*; and location data, which might be gained through your IP address.
 - (2) Your physical appearance through images captured outdoors on CCTV installed on site, as well as images of your vehicle and its registration number

How we get the personal information and why we have it

You directly provide Woodgrange Park Cemetery Ltd with most of the data we collect. We collect personal information from you writing when you complete one of our forms requesting a product or service from us. We may also collect this information from you verbally (face to face and on the telephone). We do this under various laws, including the Burial Acts, the Registration of Burials Act, the Births and Deaths Registration Act and other relevant legislation such as the Health and Safety at Work Act. We only request the minimum amount of information. We collect your data so that we can provide burial and other associated services (e.g. grave surrounds, permission to install a memorial, bench sponsorship, maintenance or other works). We may also collect your personal information from third parties, e.g. funeral directors, undertakers, monumental masons.

You also provide information when you use or view our website via your browser's cookies* (see page 4 for further details), and when you visit the Cemetery as we have installed CCTV on site to capture images that support crime prevention and public safety measures.

We use the information that you have given us in order to:

- Allow us to meet the legal requirements for the provision of burials and to manage, regulate and control memorials and the Cemetery grounds.
- Support crime and fraud prevention, detection and related purposes
- Enable us to manage customer service interactions with our clients
- Meet the need to comply with requests for data where we have a legal right or duty to use or disclose your information (for example in relation to an investigation by a public authority or in a legal dispute)

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

- We have a legal obligation.
- We have a contractual obligation.

We may share this information with:

- Funeral Directors, Undertakers, Stonemasons.
- Government representatives, e.g. Registrar of Deaths, Coroner, other governmental departments such as the Department for Work and Pensions.
- Any other organisation having lawful right of access to the information

We use external companies to support the Cemetery's IT/CCTV systems and services therefore your data may be accessed by these organisations. Where we have these arrangements there is a contractual agreement with these companies to ensure they comply with the General Data Protection Regulations (GDPR). Information will not be transferred, shared or otherwise made available to any third party for marketing or promotional purposes.

Under a limited range of circumstances, we may share the name of the holder of the deed of right of burial to a grave with the family of the deceased in order to enable them to exercise their legitimate interest concerning the upkeep and care of the grave and/or its memorials. This will only be done after we have carried out a Legitimate Interest Assessment (LIA) using a three-part test to establish whether the disclosure itself is justified for that purpose.

How we store your personal information

Your information is securely stored at Woodgrange Park Cemetery, 540 Romford Road, London, E7 8AF. Information is stored on password-protected computers and paper-based records, both of which are held within locked premises which can only be accessed by Cemetery staff. Please note, we cannot guarantee the security of your data when it is being transmitted to our site, e.g. sent by you in the post or by email, and any transmissions you choose to make are at your own risk.

We will only hold your personal information for as long as necessary for business purposes or if we are required to keep it by law. Different retention periods apply for different types of data. Much of the information collected forms part of the official registers which are required by law and Cemetery records also serve a historic purpose. Some of the information relates to items purchased or leased from us (e.g. grave surrounds or benches) or to permission sought and given for the installation of memorial stones. As we may need to contact you in the future with regard to these services, we need to retain your personal information to enable us to do so. CCTV images are overwritten one month after recording (but may be retained for longer should they be required for the investigation of or provide evidence for a criminal act).

Your data protection rights

You have the right to ask us for copies of your personal information (subject access request).

If the information we hold about you is inaccurate, you have the right to have this corrected and you have the right to request completion of incomplete data.

You have the right to ask us to erase your personal data in certain circumstances. Where possible, we will seek to comply with your request, but we may need to hold or process information to comply with a legal requirement.

You have the right to ask us to restrict the processing of your personal information in certain circumstances. This includes the right to set your browser to remove or reject cookies* before using our website.

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.

You can make any of these requests by:

- Email: admin@wgpc.co.uk (for the attention of the Data Protection Officer)
- Writing: The Data Protection Officer, Woodgrange Park Cemetery, 540 Romford Road, London. E7 8AF

How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us at Woodgrange Park Cemetery, 540 Romford Road, London, E7 8AF, admin@wgpc.co.uk

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/make-a-complaint>

Updates to this privacy policy

We will continually review and update this privacy notice to reflect changes in our processes and procedures, as well as to comply with changes in the law. When such changes occur, we will revise the "last updated" date at the bottom of this notice. We welcome feedback on the effectiveness of this policy from staff, clients and Cemetery users.

*** Cookies**

Cookies are text files placed on your computer to collect standard Internet log information and visitor behaviour information. When you visit our websites, we may collect information from you automatically through cookies or similar technology

For further information, visit allaboutcookies.org.

You can set your browser not to accept cookies, and the above website tells you how to remove cookies from your browser. However, in a few cases, some of our website features may not function as a result.

Privacy policies of other websites

The Our Company website contains links to other websites. Our privacy policy applies only to our website, so if you click on a link to another website, you should read their privacy policy.