

Burial and Cremation Services – Privacy Notice

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Introduction

Southend on Sea City Council is a registered Data Controller and will only process your personal information in accordance with the requirements of the relevant data protection legislation.

The Privacy Notice below explains how we use information about you and how we protect your privacy.

We have a Data Protection Officer who makes sure we respect your rights and follow the law. If you have any concerns or questions about how we look after your personal information, please contact the Data Protection Officer at Dataprotection@southend.gov.uk or by calling 01702 215000 and asking to speak to the Data Protection Officer.

Why do we need your personal information and who might we share your information with?

A burial or cremation will not be permitted to proceed if the information requested is not provided. Any personal details taken over the telephone will only be used to send information requested.

Where we need to share sensitive or confidential information we will do so only with your consent or where we are legally required to do so.

Please remember that funeral directors are working directly for you – speak to them directly if you want to know how they will be using the information you provide.

How much information are we collecting about you?

We will only collect the personal information that we require in order to carry out the service provided and any other tasks related to this.

Keeping your information secure

We make every effort to keep your information safe:

- We take appropriate care to secure the information we hold about you
- We have robust technical security such as passwords and information encryption
- We have policies and procedures to make sure your information is only available to our employees who need to see it to do their job, and we train these employees appropriately.
- We establish robust procedures and contracts to extend these protections to any other person or organisation we made need to give your information to.

What do we do when we have no more need for the information?

The information we have collected will be kept secure whilst it is being used. It will then be retained in accordance with the requirements of our organisational retention schedules dependent on the service it was collected for and when we no longer require it, it will be deleted or destroyed securely.

Who can you contact about Data Protection and your rights?

In the Council you can email the Data Protection officer at dataprotection@southend.gov.uk

For independent advice about data protection, privacy and data sharing issues or to lodge a complaint about how we have handled your information you can contact the Information Commissioner's Office (ICO) at:

You can visit ico.org.uk or email casework@ico.org.uk Alternatively you can write or telephone:

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

Tel: 0303 123 1113 (local) or 01625 545 745 if you prefer to use a national rate number.

The full Southend-on-Sea City Council Privacy Notice can be viewed at; www.southend.gov.uk/privacynotice

For further information on data held by the Registrar General visit: <https://www.gov.uk/government/publications/ips-privacy-policy>

Additionally, staff at this office will be able to provide further information on data held by the bereavement service.