

## PRIVACY POLICY

### 1. About us

Eaves Funeral Service Ltd. (“we”, “us”) is an independent family-run Funeral Directors in Whitehaven, Cumbria, UK. We are committed to ensure your information is protected.

### 2. How and why we collect customer data

We collect only the minimum information required to deliver services. Information is gathered in written form at personal meetings and over the telephone, as well as in email and text correspondence. Any information collected is used solely for providing funeral and associated services and where requested, pre-paid funeral plans.

### 3. How we intend to use data

We will use the personal information gathered in our normal course of business primarily to provide the products, and services you have requested, and for administration purposes: to confirm identification when you contact us, to review the conduct of and to administer/operate accounts and to improve and monitor our customer service to you for the prevention of crime and fraud. Your data will **not** be used for marketing purposes.

### 4. Sharing data with other organisations

During the usual course of business, we may need to disclose some information to other organisations who provide products and services to you and to us. It is understood that your data will be treated in strictest confidence and afforded the same level of security. We may also provide information to government departments or other authorities when required to do so.

### 5. Data accuracy and correction of errors

Your information is verified at the time of collection. You may notify us in writing (regular post or email) if you believe any information is inaccurate.

### 6. Security of data

Information obtained is treated in strictest confidence by staff members who have access to it. Data is primarily stored on our funeral software, which is accessed only by trained staff. Written records, which may be used for reference, are stored in secure strong-boxes and can be accessed only by staff with the privilege to do so. No data is given to or shared with any individual or group apart from appropriate organisations as described in Section 4.

### 7. Accessing information

On written request, we can provide to you any information we hold on you. To do so, we may request identification from you and a small administration fee.

### 8. Contacting us

Should you require to contact us regarding our privacy policy, you may contact any of the company directors at the address above or the email above.

### 9. Web enquiries / cookies

We do not currently collect enquiries, other than email enquiries through our website, nor do we use cookies.

### 10. Updates to this policy

This policy may be updated from time to time. This information in this policy was last updated 7 March 2018.