



horizon
cremation

HORIZON CREMATION LTD

Privacy Notice

When you request our service we will need to gather some personal information from you. Horizon Cremation Ltd will be the data controller for your personal information (i.e. data) we collect from you and will decide how this personal data is used/processed, as the 'data controller'.

The processing of personal data is governed by two pieces of data protection legislation, the General Data Protection Regulation 2016 (GDPR) and the Data Protection Act 2018 (DPA). The following Privacy Notice outlines further details about how we will use your personal data; how to get in touch with us should you have any enquiries and how to make a complaint.

WHAT IS PERSONAL DATA?

Personal data is defined as information that relates to a living individual, who can be identified from that data. Their identification can be based on the information we process on its own, or in collaboration with other data.

WHAT PERSONAL DATA WILL WE COLLECT?

We will only collect the personal data we need to provide you with the services you require from Horizon Cremation Ltd. This will include:

Name

Address

Email and telephone contact

Your relationship to the deceased

We will retain this data using various secure computer applications, such as Epitaph, Windows 10 and Outlook, with paper records retained in a secure locked area.

WHY WE NEED TO COLLECT YOUR PERSONAL DATA

To allow us to process your request for our services, we must collect some personal data from you. If we do not collect this personal data we will be unable to accept your Application for Cremation or provide further bereavement related services.

WHAT WILL WE DO WITH YOUR PERSONAL DATA?

Your personal data will be processed by Horizon Cremation Ltd staff and authorised IT support providers only. We will only collect the personal data we need in order to provide you with the service you have requested and oversee the provision of this service to you. We will use this personal data to:

- Meet your request to cremate an individual in line with the requirements of the Cremation (Scotland) Regulations 2019 made under section 48 of the Burial and Cremation (Scotland) Act 2016 and the Cremation (England and Wales) 2008 Regulations.
- Make contact with you or your representative to make funeral service arrangements.
- Raise invoices and receipt payment
- Correspond with you by letter, email or telephone to provide you with information relevant to the service we are providing, and to confirm arrangements for the handling of ashes.

WHAT IS OUR BASIS FOR PROCESSING YOUR DATA?

The processing of your personal data is necessary for us to provide the service you have requested and under the terms of GDPR for us to comply with the Cremation (Scotland) Regulations 2019, made under section 48 of the Burial and Cremation (Scotland) Act 2016 and the Cremation (England and Wales) 2008 Regulations.

We will share your personal data with Edge IT Systems, providers of our Epitaph secure computer application in order to process your Application for Cremation.

HOW LONG WE RETAIN YOUR PERSONAL DATA

We keep your personal data for no longer than reasonably necessary. It is a requirement of the Cremation (Scotland) Regulations 2019 that we hold your personal data for 50 years. The Cremation (England and Wales) Regulations 2008 requires data to be held in England and Wales, for a period of 15 years from the date of the cremation to which the information relates.

YOUR DATA RIGHTS

Under the GDPR, and depending on the lawful basis for processing/using your personal data, you have additional data rights which can include your right to ask us to:

- Access the personal data we hold about you;
- Correct your personal information if it is inaccurate;
- Complete your personal information if it is incomplete;
- Restrict the processing of your personal information in certain circumstances

You also have the right to object to the processing of your personal information.

If you wish to obtain any records held by Horizon Cremation Ltd relating to you, or if you have any general data protection queries, please contact The Crematorium Manager at which the cremation took place.

HOW TO MAKE A COMPLAINT

If you are unhappy with the way we have dealt with your personal information, you can complain to:

- The Crematorium Manager, Clyde Coast and Garnock Valley Crematorium, A760 Largs Road, Dalry KA24 5LE
- The Crematorium Manager, The Hurler Crematorium, Glasgow Road, East Renfrewshire G53 7TH
- The Crematorium Manager, Cannock Chase Crematorium, Norton Road, Cannock WS12 3HJ

If you remain dissatisfied after contacting us, you have the right to complain to the Information Commissioner (<https://ico.org.uk/for-the-public/>):

Information Commissioners Office (Scotland)
45 Melville Street
EDINBURGH, EH3 7HL

Email: Scotland@ico.org.uk
Telephone: 0303 123 1115

Information Commissioner's Office (UK)
Wycliffe House, Water Lane
Wilmslow
CHESHIRE SK9 5AF

Telephone: 0303 123 1113